This annual report was produced by the *Direction des communications* of the *Commission de la santé et de la sécurité du travail*.

Dépôt légal — 2nd quarter 1983
Bibliothèque nationale du Québec

ISBN 2-550-10275-4
ISSN 0712-6085

©Commission de la santé
et de la sécurité du travail du Québec
Reproduction is authorized
on condition that the source is mentioned.

Mr Richard Guay
President of the National Assembly
Quebec

Mr President

I have the honour of presenting you with the Annual Report of the *Commission de la santé et de la sécurité du travail du Québec* for the year 1982, as given to me by its Chairman and Director General

Yours very respectfully,

Raynald Fréchette
Minister of Labour

Mr. Raynald Fréchette
Minister of Labour
Gouvernement du Québec

Mr. Minister:

In accordance with section 153 of the Act respecting occupational health and safety, I have the honour of presenting you with the Annual Report of the *Commission de la santé et de la sécurité du travail du Québec* for the year 1982, as prepared by its Management Committee.

Yours very respectfully,

Robert Sauvé
Chairman and Director General

Table of Contents

Message of the Chairman 3
1982 — A Few Figures 5

The Mandates of the Commission and the Acts it Administers 8
The Commission's Mandates 9
Acts Administered 10
Regulations 11
Workers Covered by the Plan and Employers Subject to the Act 11

Organization and Operation of the Commission in 1982 18
Board of Directors 18
Management Committee 21
Secretariat 22
Administrative Structure 22
Human Resources 26
Support Services 29
Data Processing Systems 30
Financial Resources 31

Financial Statements 34

Major Realizations in 1982 48

Prevention 49
Priority Sectors 49
Support for Establishments Required to Prepare a Prevention Programme 50
Occupational Health Services 51
Creation of Joint Sector-Based Associations 51
Training and Information 52
Toxicological Index and Documentation 53
Special Projects 54
Planning and Coordination 55

Inspection 58
Adoption of Inspection Policies and Procedures 58
Implementation of Data Processing Systems 59
Inspection Interventions 59
Compliance Inspections 60
Interventions Following Complaints and Investigations 60
Application of the Right of Refusal 60
Measures Applied During Interventions 61
Applications for Review 61
Analysis of Plans and Specifications 61

Compensation 68
Administrative Reorganization and Implementation of New Data Processing Systems 68
Integration and Dissemination of Policies 70
Programme Evaluation 70
Accident Notices and Claims Processed 71
Evaluation of Costs for Injuries Occurring in 1982 72
Disbursements During the Financial Year 73
Medical Assistance 73
Indemnities for Temporary Total Disability 74
Social Rehabilitation 74
Indemnities for Permanent Disability or Death 76
Indemnities Following Protective Re-Assignment of the Pregnant or Breast-Feeding Worker 77
Indemnities for Victims of Crimes or Acts of Good Citizenship 77
Applications for Review 78
Reform of the Compensation Plan for Occupational Injuries 78

Financing 93
Average Assessment Rate 93
Employer Classification and Rates 94
Results of 1982 Employer Assessments 94
Merit and Demerit Plan 95
Applications for Review 95
Administrative Reform of the Financing System 96
Management of Funds 96

Advisory and Support Activities 100
Communications 100
Legal Services 101
Internal Auditing 101

Institut de recherche en santé et en sécurité du travail 102
Bursaries and Subsidies 102
Internal Research 103
Research Support Team 103
Laboratory Services 103

Appendices 106
Occupational Health and Safety Regulations in Force on December 31, 1982 107
Regional Offices of the Commission 109

List of Tables

1 Workers Covered by the Plan — by region 12

2 Workers Covered by the Plan — by sector 13

3 Employers Subject to the Act — by region 14

4 Employers Subject to the Act — by sector 15

5 Regular Positions Authorized for the Entire Commission — by function 27

6 Personnel Working for the Commission on December 31, 1982 — by occupation 27

7 Positions Filled by the Commission in 1982 — by occupation and staffing method 28

8 Positions Occupied by Women at the Commission — by occupation 28

9 Priority Sectors of Economic Activity (Group I) — Number of Workers and Establishments 56

10 Priority Sectors of Economic Activity (Group II) — Number of Workers and Establishments 56

11 Reminders Sent to Establishments Required to Prepare a Prevention Programme 57

12 Use of Documentation Centre for Reference Purposes — by user 57

13 Inspection Interventions — by type of intervention 62

14 Inspection Interventions — by region 62

15 Inspection Interventions — by sector 63

16 Compliance Inspections — by sector 63

17 Interventions Following Complaints and Investigations — by sector 64

18 Fatal Work Accidents — by economic sector 65

19 Interventions Involving the Right of Refusal — by region 66

20 Interventions Involving the Right of Refusal — by sector 67

21
Measures Taken by Inspectors in the Course of their Duties — by type of intervention 67

22
Claims Following Occupational Injuries — by category 79

23
Claims Following Occupational Injuries — by region 79

24
Claims Following Occupational Injuries — by sector 80

25
Claims Following Occupational Injuries — by employer status 81

26
Estimated Cost of Claims Received During the Year — by category 81

27
Compensation Payments for the Fiscal Year — by category 82

28
Medical Assistance Expenditures — by category 83

29
Claims Following Occupational Injuries — by number of days work was interrupted 83

30
Rehabilitation Expenditures — by category 84

31 Files Processed for Social Rehabilitation — by region 84

32 Beneficiaries of Job Support Programmes — by region 85

33 Beneficiaries of Psycho-Social Programmes — by region 86

34 Beneficiaries of Income Support and Environment Adaptation Programmes — by region 87

35 Pensions Granted to Injured Workers in 1982 — by rate of permanent disability 87

36 Pensions in Force on December 31, 1982 — by category of beneficiary 88

37 Pensions in Force on December 31, 1982 — by rate of permanent disability 89

38 Pensions in Force on December 31, 1982 — by age of beneficiary 89

39 Claims for Benefits Related to Protective Re-Assignment of the Pregnant or Breast-Feeding Worker — by region 90

40 Claims for Benefits Related to Protective Re-Assignment of the Pregnant or Breast-Feeding Worker — by sector 91

41
Claims for Indemnities Under the Crime Victims Compensation Act and the Act to Promote Good Citizenship — by region 92

42
Benefits Paid Following Injuries Resulting from Criminal Acts or Acts of Good Citizenship — by category 92

43
Average Assessment Rates for 1982 — by sector 97

44
Merit or Demerit Calculated in 1982 — by assessment 98

45
Funds Held by the *Caisse de Dépôt et Placement* for the Commission — by investment category 98

Message of the Chairman

In a context of "hard times", we continued our reform of the occupational health and safety system in 1982. The effects of the economic downturn which severely hurt Québec's workers and employers in some industries, also affected the administration of the new system. Despite a decrease in accidents, the Commission had to deal with a continuous increase in its costs while collecting substantially lower assessments than it had projected.

Nonetheless, through the type of strict management we have adopted over the last few years and the steps taken to consolidate the financial position of the Commission, we managed to counteract the negative effects this economic slowdown could have had. This leaves us in a position to present a truly positive annual report for 1982, one that testifies to the Commission's ability to progress and carry out its activities according to plan, despite the constraints imposed by the economic climate.

A good example is the development, during the year, of the prevention programmes and services offered by the Commission, particularly the measures taken as soon as the regulations respecting prevention programmes and occupational health services came into force, to give necessary support to the establishments concerned and broaden contracts with hospital centres with a community health department. Another example of vitality at the Commission is the manner in which its inspection services have stepped up their rate of activity, increasing their interventions in establishments by over 70%, thereby efficiently fulfilling their mandate in all sectors of economic activity. We should also point out that we have begun a major administrative reorganization to make services dispensed to accident victims more people-oriented, by adopting better adapted tools and simplifying our administrative procedure for compensation.

What is more, far from having to limit our activities within the economic context, or pursuing them while jeopordizing the security of our beneficiaries, we are in a sufficiently solid financial position today to adapt to the economic situation and envisage adjustments to our mode of financing which could reduce and stabilize employer assessment rates.

Although 1982 was a difficult year, we were prepared to meet the challenge and meet it we did. Fundamental to this success was the contribution of the staff at the Commission, and the members of the Management Committee in particular, and the collaboration of many outside people in the fields of labour, health and education. I thank them all.

Robert Sauvé

1982 — A Few Figures

	1981[1]	1982
Workers covered by the plan[2]	1,958,000	1,950,400
Employers registered with the Commission	141,863	144,846
Claims following occupational injuries	**354,606**	**310,746**
Claims requiring medical assistance only	152,626	141,080
Indemnity claims for work interruptions	196,493	165,316
Indemnity claims for occupational diseases	5,255	4,161
Indemnity claims following a death	232	189
Claims under the right to protective re-assignment of the pregnant or breast-feeding worker	**1,259**	**3,915**
Pensions in force as at December 31	**42,780**	**41,239**
Employer assessments	**$664,485,000**	**$667,405,000**
Average rate of assessment per $100 assessable	$2.10	$2.16
Maximum assessable wages	$23,500	$26,000
Investments with the Caisse de dépôt et placement du Québec as at December 31	**$1.4 billion**	**$1.6 billion**
Investment revenue	$171,982,000	$191,079,000
Funding of the accident fund	75.9%	72.3%
Overall expenses of the Commission[3]	**$865,015,000**	**$946,137,000**
Compensation and rehabilitation programmes[4]	$734,734,000	$805,392,000
Prevention programmes	$19,732,000	$30,002,000
Administration expenses	$86,262,000	$95,320,000
Overhead expenses	$24,287,000	$15,423,000

1. Some data from 1981 were reclassified for comparison with data from 1982.

2. To be distinguished from Québec's labour force, which includes all employed people as well as the unemployed and the employers themselves. The number of workers covered by the plan corresponds to the number of employees declared to the Commission by employers subject to the Act.

3. As of 1982, the Commission no longer enters expenditures related to inspection into its accounts, as they are now borne by the government.

4. Includes the cost of injuries declared in the course of the year, amortization of and interest on the cost of accidents reported in previous years, and the increase in the reserve for the special disaster fund.

The Mandates of the Commission and the Acts it Administers

The Mandates of the Commission and the Acts it Administers

The *Commission de la santé et de la sécurité du travail* is the agency chosen by the government to administer its new occupational health and safety plan. Its responsibilities far exceed those of the old Workmen's Compensation Commission, which it replaced in 1980. By taking over the responsibility for everything concerning the indemnification of workers who are victims of occupational injuries and the management of the accident fund, the Commission added the prevention of occupational injuries and the inspection of workplaces to its mandates. Apart from its internal structure and the joint composition of its Board of Directors, where workers and employers are represented, these are the mandates which make the Commission a radically new institution.

The Commission's Mandates

The Commission is responsible for the entire occupational health and safety system. Under the law, this agency is responsible for coordinating the management of all functions and services involved in every phase of the system.

With regard to **prevention**, the Commission's role is to enable workers and employers to participate in improving health and safety in the workplace and to assume fully their rights and obligations as set out in the law. Its duties are essentially to oversee the regulations on occupational health and safety, set up standards, provide assistance for the implementation and operation of prevention programmes and participation mechanisms, health services, and training, information and research services.

Concerning **inspection** the Commission is responsible for supervising the application of occupational health and safety standards and regulations and verifying, in workplaces, that the rights and obligations provided for by law are being complied with for both workers and employers. The Commission is the only competent authority to make inspections and its jurisdiction extends to all aspects of occupational health and safety across Québec.

Within its **compensation** mandate, the Commission provides victims of occupational accidents and diseases as well as victims of criminal acts or acts of good citizenship, all the services to which they are entitled. This responsibility includes medical assistance, indemnities in cases of temporary or permanent disability, and rehabilitation to promote the resumption of an autonomous life and the return to work. The Commission also gives compensation to pregnant workers who exercise their right to preventive re-assignment.

For **financing**, the Commission has full powers to set and collect assessments from the employers who are required to contribute to its accident fund. To do so, employers must register and be given a classification for assessment purposes. The assessments it collects must cover accidents costs, the prevention costs specified by law, its administration expenses and certain overhead expenses.

Acts Administered

The various mandates of the *Commission de la santé et de la sécurité du travail* are governed by five laws which it administers; these are its constitutive act and four Québec acts dealing with compensation. It also has the responsibility, under a federal law, to compensate federal public servants who are victims of work accidents or occupational diseases.

The Act respecting occupational health and safety (R.S.Q., c. S-2.1)

Sanctioned at the end of 1979, this Act, still referred to as Bill 17 by many people, created the Commission and conferred upon it its various mandates. It is a general law which outlines an overall plan of action. The object of the Act is to eliminate, at the source, dangers for the health, safety and physical well-being of workers. Through the participation mechanisms it determines, responsibility is jointly shared by workers, employers and their associations.

The Act respecting occupational health and safety has not yet been totally enforced. Since being adopted, its various sections have come into force progressively, as decreed. Twenty-six sections were decreed in 1982, leaving only 45 out of 337 to be decreed at year's end. The sections that came into force during the year have to do with the register of risks connected with certain jobs, the register of characteristics of the work performed by each worker, the prevention programme, the specific health programme for each establishment, and health services. It should be noted that the major fields covered by the Act are being introduced in stages in the various sectors of the economy, according to an order of priority determined by the Commission.

With the exception of inspection costs and part of the amounts needed for training, information and research, which the government assumes directly, the costs of enforcing this Act are financed by the Commission from the assessments paid by employers under the Workmen's Compensation Act.

Since the cabinet shuffle of September 9, 1982, the new Minister of Labour, Raynald Fréchette, is the minister responsible for applying this Act. Minister Pierre Marois formerly had that responsibility.

The Workmen's Compensation Act (R.S.Q., c. A-3)

Under the Workmen's Compensation Act adopted over fifty years ago and amended several times since, the Commission manages an indemnity fund to which employers contribute on a mutual basis to compensate victims of work accidents and occupational diseases.

The main provisions of this Act cover compensation, medical assistance and rehabilitation services to victims entitled to them, and the statements and assessments to be made by employers.

The compensation plan governed by the Workmen's Compensation Act is based on the degree of physical ability lost by the worker and takes into account his aptitude to return to the job he had when he was injured, or to adapt to another appropriate occupation.

As with the Act respecting occupational health and safety, the Minister of Labour has been appointed responsible for enforcing this Act, which is soon to undergo legislative reform.

The Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries (R.S.Q., c.I-7)

The Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries established a new system in 1975 applying only to workers in mines and quarries suffering from asbestosis or silicosis. This special Act is based on the principle of income replacement, plus a lump sum in relation to the impairment rate of the victim and his age. This plan is financed out of the accident fund governed by the Workmen's Compensation Act.

The Crime Victims Compensation Act (R.S.Q., c.I-6) and the Act to promote good citizenship (R.S.Q., c.C-20)

The Commission is also responsible for administering two other laws granting compensation. In the first case, compensation is granted to victims of criminal acts and in the second case, to persons injured or killed while offering help to a person in danger.

The Crime Victims Compensation Act adopted in 1971 and the Act to promote good citizenship adopted six years later are based on the same principles of compensation as the Workmen's Compensation Act, and the advantages provided for their beneficiaries are about the same, except for a few particular cases.

The Minister of Justice is responsible for enforcing these two laws and necessary funding comes from the consolidated revenue fund and is charged to the *ministère de la Justice*.

The Government Employees Compensation Act (R.S.C., c.G-8)

Under the provisions of the Government Employees Compensation Act, the Commission also establishes the compensation to be paid to federal government employees covered by this Act, subject to the rates and conditions prescribed in the Québec Workmen's Compensation Act.

Regulations

The Commission also enforces a number of regulations arising from the Acts it administers. A total of fifty-three such regulations were in force in 1982. Most of these had already existed for many years, either as regulations adopted under the Workmen's Compensation Act or regulations relating to prevention formerly connected with other Acts, but now come under the Act respecting occupational health and safety.

Since the Commission was created in 1980, its Board of Directors has adopted or amended many regulations. Fifteen of these new regulations were in force at the end of 1982, after receiving government approval.

A list of the regulations administered by the Commission can be found in appendix to this report (page 107).

Workers Covered by the Plan and Employers Subject to the Act

Compared with other Canadian provinces, Québec has one of the broadest occupational health and safety plans. Nearly all of Québec's workers and employers in both the private and public sectors are subject to it.

According to the 1982 data supplied to the Commission by employers, an estimated two million full-time workers were already on their payroll or were expected to be hired during this period. As far as employers subject to the Act are concerned, at year end the Commission had 144,846 of them registered in its files for 157,283 establishments.

The following tables give a regional and sectorial breakdown of the workers and employers covered by the Act.

It should also be noted that Québec has made reciprocity agreements on social security with France and Italy, and the Commission is now negotiating similar agreements with Greece, Portugal and Belgium. The agencies responsible for administering compensation systems for victims of work accidents or occupational diseases in the various Canadian provinces have likewise established similar agreements among themselves.

Workers Covered by the Plan

by region (1982)

1

CSST Regional Office	Number of Workers (in thousands)
Abitibi-Témiscamingue	39.3
Bas-Saint-Laurent-Gaspésie	69.7
Côte-Nord	33.4
Estrie	67.0
Ile-de-Montréal	751.7
Laval-Laurentides	149.7
Longueuil	229.1
Mauricie-Bois-Francs	115.9
Nouveau-Québec	7.6
Outaouais	47.4
Québec	366.0
Saguenay-Lac-Saint-Jean	71.1
Uncodified files	2.5
Total	**1950.4**

2 Workers Covered by the Plan

by sector (1982)

Sector of Economic Activity	Number of Workers (in thousands)
Agriculture	21.2
Forestry	26.1
Hunting and fishing	1.0
Mines and quarries	26.1
Manufacturing industries	527.9
Buildings and public works	94.3
Transportation, communication and other public services	108.6
Trade	221.4
Finance, insurance and real estate	117.5
Social, cultural, business and personal services	675.6
Public administration	121.2
Uncodified files	9.5
Total	**1950.4**

Employers Subject to the Act[1]

by region (1982)

3

CSST Regional Office	Number of Employers	Number of Establishments
Abitibi-Témiscamingue	3,665	4,106
Bas-Saint-Laurent-Gaspésie	5,623	9,170
Côte-Nord	1,689	2,831
Estrie	5,845	6,861
Ile-de-Montréal	38,097	44,617
Laval-Laurentides	19,192	17,963
Longueuil	21,490	22,452
Mauricie-Bois-Francs	10,424	11,542
Nouveau-Québec	—	310
Outaouais	3,491	5,137
Québec	25,646	24,561
Saguenay-Lac-Saint-Jean	6,349	6,874
Uncodified files	3,335	859
Total	**144,846**	**157,283**

1. According to the CSST's establishment file. Because a number of employers, of which over 10,000 are agricultural producers, have not yet been registered in this establishment file, the number of establishments shown in this table may be lower than the number of employer files.

4

Employers Subject to the Act[1]

by sector (1982)

Sector of Economic Activity	Number of Employers	Number of Establishments
Agriculture	15,663	5,573
Forestry	1,889	1,918
Hunting and fishing	493	473
Mines and quarries	483	502
Manufacturing industries	15,453	16,565
Buildings and public works	16,451	15,913
Transportation, communication and other public services	6,351	8,826
Trade	36,047	38,142
Finance, insurance and real estate	6,850	13,665
Social, cultural, business and personal services	39,493	48,280
Public administration	2,142	5,406
Uncodified files	3,531	2,020
Total	**144,846**	**157,283**

1. According to the CSST's establishment file. Because a number of employers, of which over 10,000 are agricultural producers, have not yet been registered in this establishment file, the number of establishments shown in this table may be lower than the number of employer files.

Organization and Operation of the Commission in 1982

Organization and Operation of the Commission in 1982

The *Commission de la santé et de la sécurité du travail* is a public corporation and, accordingly, has the same degree of autonomy as the old Workmen's Compensation Commission. The composition of its Board of Directors, on which Québec workers and employers are represented in equal numbers, makes the Commission a joint agency: it is a mechanism offering the highest level of employer-worker participation established under the law enabling both groups to take part in defining and managing occupational health and safety policies.

Board of Directors

The Board of Directors of the Commission is made up of fifteen members: the chairman and director general, seven worker representatives and seven employer representatives. All these representatives are chosen by the government from lists supplied by the union associations and employers' associations.

Except for the chairman, the members of the Board of Directors are appointed for a two-year period. Since the term of the first Board of Directors ended during the year, the government announced the composition of a new Board on August 25, 1982. The term of seven of the members sitting on the Board since March 1980 was then renewed, while the others were entering their first term in office. A list of the new Board members can be found on the following page. An observer is also appointed by the Minister of Social Affairs and participates in meetings of the Board of Directors, as do also the vice-chairmen of the Commission on the invitation of the chairman.

Members of the Board of Directors of the Commission

Chairman	
Robert Sauvé	
Workers' Representatives	
Louis Laberge*,	president of the Québec Federation of Labour (QFL)
Jean Lavallée*,	managing director and financial secretary of the Interprovincial Brotherhood of Electrical Workers, vice-president of the QFL
Clément Godbout,	Québec director of the United Steelworkers of America, vice-president of the QFL
Claude Morrisseau,	Québec director of the Canadian Union of Public Employees, vice-president of the QFL
Étienne Giasson*,	responsible for health and safety at the Federation of Paper and Forest Workers (CNTU)
Pierre Dupont,	president of the Federation of Metal Trades (CNTU)
Claude Gingras,	vice-president of the Centrale des syndicats démocratiques (CSD) (Congress of Democratic Unions)
Employers' Representatives	
Ghislain Dufour*,	executive vice-president of the Conseil du patronat du Québec (CPQ), (Québec Employers' Council)
Sarto Paquin*,	director of labour relations, Canadian Manufacturers' Association (CMA), Québec Division
Claude Drouin*,	director of technical services, Association des mines de métaux du Québec
Gilles Lavallée,	principal labour relations consultant, Alcan
Gabrielle Grimard,	president of Entreprise d'électricité Grimard inc.
René Bédard,	expert consultant for C-I-L, member of the Chemical Producers' Association
Gaston Pellan*,	general manager of Hôpital de l'Enfant-Jésus, affiliated to the Association des hôpitaux du Québec
Observer appointed by the Minister of Social Affairs	
Michel Vézina,	head of the service de santé au travail

*Member whose term was renewed.

In order to ensure rapid decision-making on subjects delegated by the Board, and respect for the principle of parity, the Act also provides for the formation of an Executive Committee consisting of the chairman, and one workers' representative and one employers' representative both designated by their peers on the Board of Directors and chosen from among them. In 1982, the Executive Committee was composed of Robert Sauvé, Louis Laberge and Ghislain Dufour.

About ten special advisory committees also pursued their work throughout the year. They were formed to study and analyze various draft regulations, policies or programmes. These committees are composed of six members, each party choosing three members, and at least one member is from the Board of Directors. Meetings are presided over by a vice-chairman of the Commission.

In 1982, the main part of the activities of the Board of Directors consisted in implementing various mechanisms provided for in the Act respecting occupational health and safety, and studying and adopting regulations under the Acts administered by the Commission.

With regard to administration of current matters, the Board approved the financial statement of the Commission for the previous year, adopted its annual budget and determined the rates of assessment to be paid by employers in 1983. The Board also made numerous resolutions on delegating some of the powers set out in the Acts it administers to civil servants of the Commission, creating regional offices and designating their members.

Of all the mechanisms provided for under the Act respecting occupational health and safety, the joint sector-based associations were the major focus of attention for the Board of Directors in 1982. Through its resolutions, it defined the sector of economic activity covered by an association, amended the relevant regulations to add new sectors of economic activity and approved letters of agreement between representatives of the employers' associations and of the representative union associations within a sector. These resolutions affected the following sectors:

- manufacturing of metal products and electrical products,
- transportation and storage,
- manufacturing of machinery and transportation equipment,
- provincial administration,
- printing and related activities,
- automobile services.

The Board of Directors studied and adopted various administrative regulations during the year on the classification of employers, computation of the weighted net income, internal management of the Commission, the penalty for late payment of an assessment, and the statement of wages. During the same period, it also adopted regulations on reviews relating to inspection, the application of the building code in establishments, and rates of physical impairment.

Three major regulations concerning the application of the Act respecting occupational health and safety were also studied intensively by the Board. These were the Regulation respecting health and safety committees, the Regulation respecting the safety representative and the Regulation respecting occupational health services.

Among the other matters attended to by the Board of Directors in 1982, we should mention the new Act respecting access to documents held by public bodies and the protection of personal information, the Commission's policy manuals on inspection and compensation, micro-electronics and its influence in the workplace, and the Commission's relations with the *Caisse de dépôt et placement du Québec*.

Members of the Commission's Management Committee for 1982

Chairman:	**Robert Sauvé**
Vice-chairman — prevention:	**Jean-Louis Bertrand**
Vice-chairman — inspection:	**Gilles Néron**
Vice-chairman — compensation:	**Lionel Bernier**
Vice-chairman — administration:	**J.-Gilles Massé**
Secretary:	**Pierre Lafrance**

Management Committee

The chairman and director general of the Commission is responsible for the administration and management of the Commission and, accordingly, for the supervision and management of its civil service staff. To help him in his administrative duties and to supervise the various divisions of the Commission, the Act provides for the appointment of vice-chairmen. Four vice-chairmen held office in 1982, responsible for prevention, inspection, compensation and administration respectively.

Under the regulation respecting the internal management of the Commission, the chairman and director general, the vice-chairmen and the secretary of the agency form a Management Committee to be in charge of implementing the decisions of the Board of Directors, suggesting to it guidelines for the Commission and settling current administrative problems.

In 1982, the Management Committee maintained the general objective it had set the preceding year, namely to coordinate all efforts in the fields of administration, inspection, prevention and compensation in order to develop, harmonize and integrate the various programmes necessary for enforcing, as completely as posssible, the Act respecting occupational health and safety.

To promote maximum integration of these four fields, the Commission's Management Committe set up a number of internal coordination committees during the year:

- A **programme coordination committee,** which is mandated to reconcile the mechanisms already established to fully apply the Acts administered by the Commission and to identify programme and policy elements common to the different branches in order to reach the objective of integration. A representative of each of the major fields, a regional director and the director of Legal Services Branch sit on this committee.

- A **technical coordination committee for training and development,** which was given the mandate of integrating internal training activities and developing a common-core syllabus for these activities, with the collaboration of specialists in the four fields. Chaired by the director of Human Resources, this committee brings together those responsible for training in the four major areas, as well as two representatives from regional offices.

- A **committee of technical systems coordinators,** which conducts studies, sees to the coordination of computer systems and identifies components common to the systems in the four areas of activity of the Commission.

In 1982, the Management Committee also undertook various measures to better inform workers, employers and other people involved in the occupational health and safety system about the Acts and regulations administered by the Commission and the programmes arising from them. After first submitting an inspection manual to the Board of Directors in 1981, the Management Committee then submitted a compensation manual in 1982 while manuals on prevention and financing were being prepared. As soon as they receive the Board's approval, these manuals are made available to the public so that everyone has the same information as the civil servants who enforce the Commission's programmes.

The Management Committee also studied a number of guides needed for the enforcement of prevention programmes, including an index of regulations accompanied by a reference chart, a guide explaining registers for work stations and a guide for selecting noise measurement devices.

During the same period, the Management Committee also adopted resolutions concerning a better balance of male and female employees at all levels of the Commission, the charging of expenditures related to inspection, which are borne by the government, as compared to expenditures common to all aspects of operations, as well as the application of section 105.1 of the Workmen's Compensation Act, which allows the Commission to charge an employer whose assessments are overdue for the costs arising from any accident occurring to one of his workers.

Lastly, the Management Committee paid particular attention throughout the entire year to the major orientations and programmes of the different branches of the Commission.

Secretariat

The prime role of the Commission's Secretariat is one of support and coordination for its decision-making and consultative bodies. The Secretariat is responsible for convening meetings of the Board of Directors, the Executive Committee and the Management Committee, establishes agendas and prepares documentation for such meetings. It writes up the minutes, resolutions and decisions of the Board and committees and sees that they are followed up. The Secretariat provides these same services to the special advisory committees created by the Board of Directors and other committees such as the chairman's table and liaison committees with the *Institut de recherche en santé et en sécurité du travail*, the *ministère des Affaires sociales* and the *ministère de l'Éducation*.

The Secretary of the Commission is responsible for coordinating procedures and enforcing the policy on confidentiality of information or documents handled by the agency. To comply with the provisions of the Act respecting access to documents held by public bodies and the protection of personal information, the Commission has given its Secretariat the responsibility of setting up a document management system, to be completed in 1983.

Administrative Structure

Because the administrative structure of the Commission is very decentralized regionally, workers and employers have access to its various services right in their own locality. The organization chart opposite shows the structure of the Commission.

The administrative structure is based on the two-fold principle of integrating all functions related to the Commission's mandate while regionalizing its services. In the organization chart, alongside the four branches responsible to the vice-chairmen for prevention, inspection, compensation and administration, there are twelve regional offices, each with its own prevention, inspection, compensation and administration services.

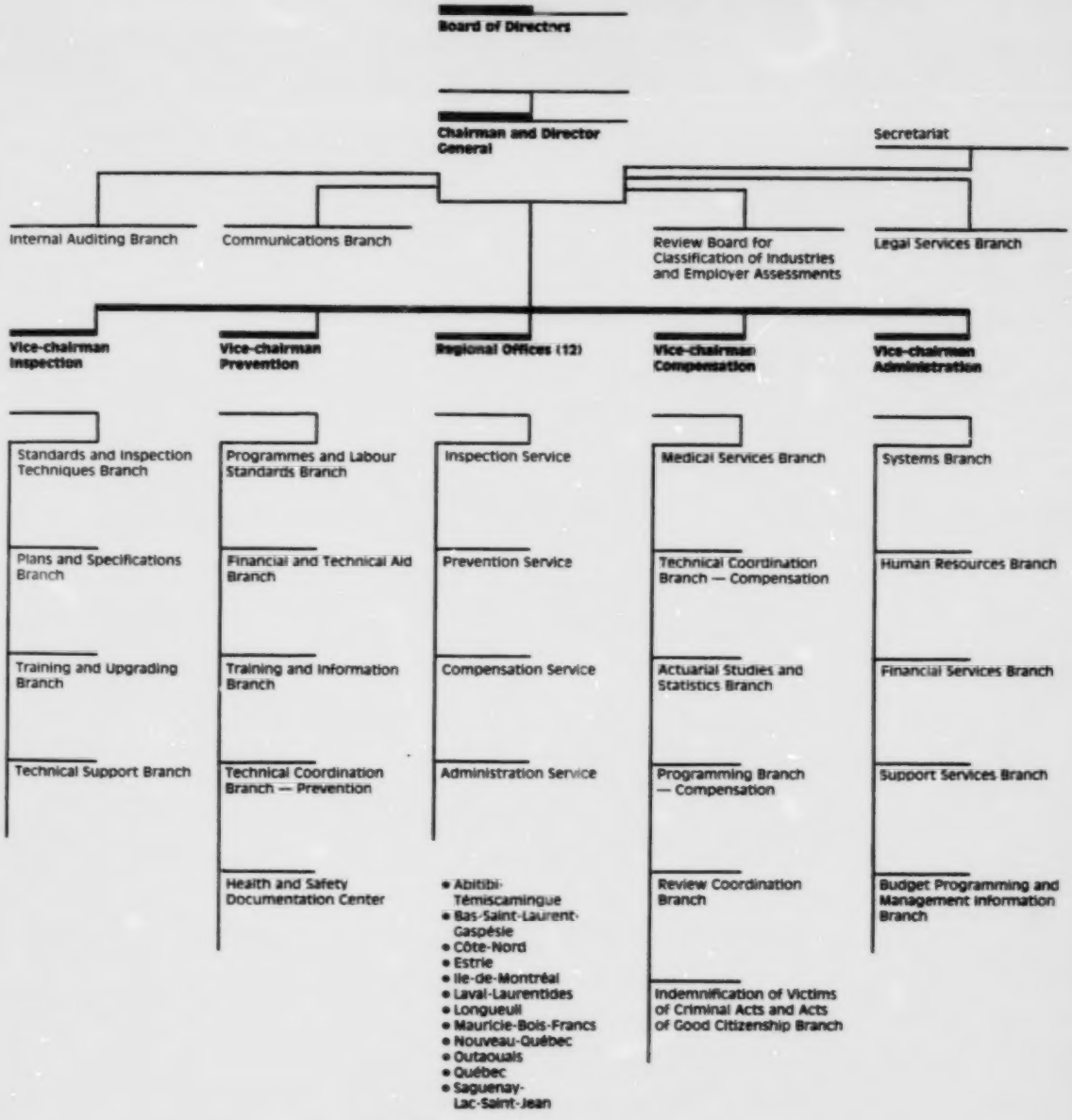
This structure enables the Commission to integrate and coordinate its activities through its central branches while offering more efficient service by decentralizing decisional powers to the regions. There is no other structure like this one elsewhere in the Québec government, since no other agency has transferred decision-making powers to its regional offices to date, by granting them as much autonomy as the Commission.

Within this framework, the mandates of the various branches are as follows.

The branches responsible to the vice-chairman — prevention are in charge of designing various programmes and regulations relating to occupational health and safety. They see to the application of contracts between the Commission and the *ministère des Affaires sociales*, and between its regional offices and hospital centres with community health departments (CH-DSC). These branches also assume responsibility for a number of financial or technical assistance programmes, specifically for joint sector-based associations, training and information programmes, and the management of a Documentation Centre and a Toxicological Index.

The branches responsible to the vice-chairman — inspection draw up inspection programmes, determine inspection standards and procedures, study permanent plans and specifications voluntarily submitted to the Commission and advise companies on the safety of projected installations. They supervise the duties, powers and responsibilities granted to inspectors and regional chief inspectors under the Act and make sure that health and safety standards and regulations are enforced.

Organization Chart of the Commission for 1982



The branches responsible to the vice-chairman — compensation design programmes and procedures to ensure indemnification, medical assistance and rehabilitation of victims of work accidents, occupational diseases, criminal acts or injuries suffered as a result of acts of good citizenship. They plan, coordinate and control the compensation activities carried out by its regional services.

The branches responsible to the vice-chairman — administration are in charge of drawing up, implementing and overseeing programmes to ensure the sound administrative operation of the Commission, in particular with respect to finances, data processing systems, human resources, support services, budgeting and management information. They plan, coordinate and control the collection of assessments paid by employers.

The regional offices are responsible for applying the programmes of the Commission in their regions and for making services available to their various clients. They also see to the application of health and safety programmes for workers and the distribution of information on standards and regulations. They are responsible for the proper operation of prevention and inspection services, for giving financial information services to employers and making compensation services available to victims of occupational injuries.

In 1982, twelve regional offices ensured the Commission's presence throughout the province of Québec. Some offices were able to provide services out of one location only, while others also operated subregional offices. In the case of local offices, reduced services were offered, while for offices in remote areas, services were on a part-time basis. In all, the Commission has twenty-five offices in the regions in addition to its head office in Québec City and its administrative centre in Montréal.

Administrative Regions and Regional Offices of the CSST

Twelve regional offices ensure the application of the Commission's programmes and provide services to its various clients throughout their territory. The list of these offices can be found on page 109.

Human Resources

In order to carry out its mandate, the *Commission de la santé et de la sécurité du travail* has a staff appointed and remunerated in accordance with the Civil Service Act. On December 31, 1982, the number of regular positions authorized by the *Conseil du trésor* was 2,772, or 28 fewer than on the same date the previous year. Close to one half of these positions are located in regional offices. As shown in Table 5, positions in regional offices have increased from 45% to 49% in the space of two years, in line with the objective of regionalizing and decentralizing the services offered by the Commission. At the end of the year, 2,568 positions were occupied. The breakdown of staff members by occupation is given in Table 6.

During the year, the Commission filled 690 positions. The staffing methods for these positions in order of importance were: recruitment outside the Civil Service, transfers within the Commission, promotions, transfers from within the Civil Service (see Table 7). The Commission was authorized by the *Office du recrutement et de la sélection du personnel de la fonction publique* to open 35 recruitment competitions drawing some 1,500 candidates, of which 153 were declared fit to hold the position in question. Throughout this same period, the Commission continued to implement the equal opportunities programme and as a result increased the representation of women in various personnel categories, particularly at the executive and professional levels (see Table 8). Lastly, a programme to relocate employees affected by technological or organizational changes helped 40 employees find a new job corresponding to their classification and aptitudes within the Commission or elsewhere in the Civil Service.

During the year, the Commission offered its management staff and employees numerous training sessions and specialized opportunities to help them update their knowledge, develop their professional skills and familiarize themselves with management techniques. Various programmes were given both by Commission staff members and outside specialists, for a participation of 1,333 person-days.

Regular Positions Authorized for the Entire Commission

by function (1980-1982)

5

Function	December 31, 1980			December 31, 1981			December 31, 1982		
	Administration Centres	Regions	Total	Administration Centres	Regions	Total	Administration Centres	Regions	Total
Chairmen	196	33	229	91	82	173	88	65	153
Administration	734	—	734	803	110	913	795	105	900
Compensation	298	755	1,052	358	681	1,039	328	727	1,055
Prevention	123	58	182	148	134	282	144	127	271
Inspection	49	281	330	52	341	393	64	329	393
Total	**1,400**	**1,127**	**2,527**	**1,452**	**1,348**	**2,800**	**1,419**	**1,353**	**2,772**

Personnel Working for the Commission on December 31, 1982

by occupation

6

Occupation	Total	%
Senior management staff	132	5.1
Supervisory staff	85	3.3
Professionals	698	27.2
Civil servants	1,608	62.6
Labourers and peace officers	45	1.8
Total	**2,568**	**100.0**

Positions Filled by the Commission in 1982

by occupation and staffing method

7

Staffing Method	Civil Servants	Professionals	Supervisory Staff	Senior Management Staff	Total
Assignment	96	58	1	23	178
Transfer	89	54	—	2	145
Promotion	83	36	8	32	159
Recruitment	57	141	—	10	208
Total	**325**	**289**	**9**	**67**	**690**

Positions Occupied by Women at the Commission

by occupation (1981-1982)

8

Occupation	1981 Number of Women	1981 % of Total	1982 Number of Women	1982 % of Total
Senior management staff	3	2.6	6	4.5
Supervisory staff	13	13.1	12	14.1
Professionals	109	19.6	160	22.9
Labourers and peace officers	—	—	—	—
Civil servants	809	50.9	842	52.3
Total	**934**	**38.8**	**1,020**	**39.7**

Support Services

With regard to management of office space and material resources, the Commission stressed the consolidation of its administrative mechanisms and the planning and control of its operations management system in 1982.

Two major mandates, having to do with purchases of the Commission and its telephone systems, were given special attention during this period.

In the first case, the Commission established new administrative rules on the acquisition of goods and services, which it implemented in December 1982. The rules, flexible and simple to use, reflect administrative concerns of the Commission and will meet the needs of its centres of responsibility, all the while maintaining strict control procedures.

In the second case, the Commission made a study of its telephone communications in order to rationalize equipment and meet an efficiency objective at the lowest possible cost. Two interim reports during the year led to completion of a master plan on the subject by October. The total cost of telecommunications for the Commission in 1982 exceeded $3.2 million. However, a reduction of long-distance call costs was noted during this period after the Commission decided to stop accepting collect calls, but this coincided with a telecommunication cost increase for data processing equipment.

The teams responsible for managing office space undertook the reorganization of some of the premises occupied by the Commission: they were mainly in charge in 1982 of the reorganization of the computer room at the head office, the layout of pilot sites in the regions in view of the integration of compensation activities, and the changes made necessary to integrate review boards into the regional offices. The Support Services Branch was mandated by the Executive Committee to equip 350 widely used visual display terminals with functional, biotechnological furniture.

In 1982, the Commission acquired special equipment to handle mail and printing which will cause savings to be made on postage and will bring work formerly done outside back to the Commission.

Data Processing Systems

The Commission has adopted the principle of mechanization for all its activities: all its administrative units use computerized tools with a resultant improvement in quality and shortening of the time required for jobs.

The development of data processing systems continued in 1982 in accordance with a master plan approved earlier. A report on technological orientations submitted to the Management Committee in October consolidated this plan by proposing medium and long-term technical solutions to meet the developmental and operating needs of the data processing systems.

At the end of 1982, the network consisted of close to 1,200 light terminals (cathode ray tube), an increase of 500 over the previous year. To give the network greater stability and obtain an adequate response time, the Commission replaced its central computer during the year by two IBM-3081 computers, models K-32 and G-24, which provide a capacity 2.4 times greater than before. These changes will increase the number of direct linkups with outside users in 1983, to improve the efficiency of direct information transfers and lighten their respective administrative loads.

Some major development projects related to each of the major functions of the Commission were carried on in 1982. With regard to finances, the establishment of the mainstay of the system and its constituent parts made it possible to send out employer assessments with the new system by February. For compensation, a new computerized follow-up system for files of accident victims was implemented allowing the regions concerned to substantially improve their processing times and reduce their administrative load. The start-up of an inspection management information system took place in the form of a pilot project at the Québec City regional office, and will be extended to all the regions in 1983. Lastly, the prevention systems already established were completed or upgraded, while nonmechanized subsystems were developed to meet the growth of new sectors.

Among the components common to several systems, it is the concept of establishment which drew the most attention throughout the year. In this area, the Commission started work on a plan to reform the present establishment file so as to integrate, into each sector of the Commission, this component which is fundamental to the processing of prevention, inspection, compensation and financing matters. By the end of 1983, this reform will allow complementary data processing of clients from one sector to the next.

Financial Resources

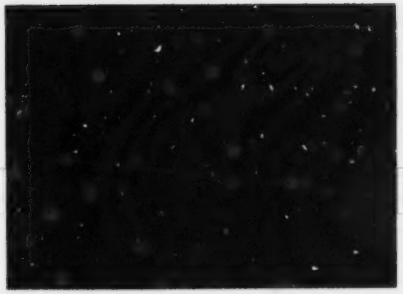
For the financial year ended December 31, 1982, the total income of the Commission was $888 million. Assessments from employers made up 75.1% of this amount, while investment income, interest on assessments and other income accounted for 24.9% of the total.

In relation to 1981, the Commission increased its overall income by only 4%. This increase was attributable primarily to interest and investment income. Contrary to forecasts, assessment income barely maintained the same level as the previous year, despite an increase in the average assessment rate and the maximum assessable. The low increase in income in 1982 was explained by the hard-to-predict effects of the recession on payrolls, especially in the high assessment rate sectors.

During this period, the total expenditures reached $946.1 million, an increase of 8.6% over the previous year. Costs related to compensation for occupational injuries accounted for 85.1% of total expenditures. They include the cost of accidents declared during the year, the special disaster fund and the amortization of the cost of accidents reported in earlier years and the related interest. Administration costs were 10.1% of the Commission's expenditures and prevention programmes accounted for 3.2%. Bad debts and contributions for past services under the civil servants' pension plan represented 1.6% of the year's expenditures. It should be noted that the Commission does not enter any expenditure for inspection activities in its financial statement, since these costs are paid in their entirety by a government contribution which, for 1982, was $17.6 million.

The 1982 financial year ended with surplus expenditures of $57.8 million. Since the Commission's financial statement showed a surplus of $18.3 million at the beginning of the year, the deficit on December 31 amounted to $39.6 million. This type of fluctuation, which is directly related to the Commission's mode of financing, in no way jeopardizes future payments of benefits to accident victims or their dependants. The reserves accumulated for this purpose by the Commission, including a fund of over $1.6 billion entrusted to the *Caisse de dépôt et placement du Québec*, are amply sufficient for it to meet its commitments. At the end of 1982, the Commission estimated its accident fund to be funded at 72.3%.

Financial Statements



Financial Statements

Auditor's Report

I have examined the balance sheet of the *Commission de la sante et de la sécurité du travail* as at December 31, 1982, and the statement of income, expenditure and deficit for the year then ended. My examination was made in accordance with generally accepted auditing standards and accordingly included such tests and other procedures as I considered necessary in the circumstances.

As mentioned in the certificate of the actuaries of the Commission, no liability for the future costs related to programmes evaluating the inability to resume work, regarding temporary compensation for rehabilitation while seeking work, for training or for psychosocial treatment, and regarding economic and social stabilization, has been accounted for the accident fund.

In my opinion, which is based on my examination and the statement of the actuaries responsible for evaluating the liability toward beneficiaries — accident fund and considering the non-accounting under liabilities of an indeterminable amount relative to future costs of the programmes mentioned in the previous paragraph, these financial statements present fairly the financial position of the Commission as at December 31, 1982 and the results of its operations for the year then ended, in accordance with the accounting policies outlined in note 2 which, except for the change concerning entries for costs carried over explained in note 3, has been applied on a basis consistent with that of the preceding year.

Rheal Chatelain, C.A.,
Auditor General of Quebec

Quebec, March 18, 1983

Actuarial certificate

pertaining to accident fund liabilities and special disaster fund commitments of the *Commission de la santé et de la sécurité du travail* as at December 31, 1982.

We, the undersigned, state that the amounts of $ 2,333,570,000 and $ 6,764,000 that appear on the balance sheet as the mathematical reserve of the accident fund and as the reserve for the special disaster fund respectively must be considered as actuarially sufficient to meet the obligations arising from section 81 of the Workmen's Compensation Act, subject to the following comments.

Further to a decision of the Commission, no provision has been made in the actuarial liability for the future costs related to programmes evaluating the inability to resume work, regarding temporary compensation for rehabilitation while seeking work, for training or for psychosocial treatment, and regarding economic and social stabilization. The accrued costs year by year are added to the accident fund but are carried over to subsequent years for financing purposes; they will start to be capitalized in 1985.

The commitments of the accident fund depend on certain factors that can only be assessed on a long-term basis, such as the indexing rate for pensions, the possibility of reopening files, or the frequency and cost of future medical treatment for accidents that have already occurred. Definite conclusions on the development of long-term operations cannot be drawn from the experience of only one year, since it is subject to fluctuations that are not representative of a long-term situation.

The mathematical reserve of the accident fund consists of the balance of the preceding financial year, increased by the current year's provisions for accident costs and interest as well as the increase in the cost of accidents carried over to subsequent financial years and reduced by the payments made during the current year. The theoretical reserve of the accident fund represents a long-term estimate of accident fund commitments, based on the situation observed at the end of 1982.

The difference between the reserve entered in the books and the theoretical reserve arises from the non-realization of assumptions used in calculating the latter. It represents a contingent liability whose volatility cannot be reflected in the statement of liabilities, but by an adjustment of assessments over a period of time that will influence cash inflow. This mechanism is provided for in the financing practices currently in use at the Commission.

As at December 31, 1982, the reserve entered in the books and the theoretical reserve, relating to the accident fund, consist of the following items:

	Reserve entered in the books	Theoretical reserve
	(in thousands of dollars)	
Capitalized value of pensions	$ 1,438,120	$ 1,590,095
Provision for claims receivable or in process of settlement	895,450	931,841
	$ 2,333,570	$ 2,521,936

The difference between the theoretical reserve and the reserve entered in the books, namely $ 188,366,000 should not appear as a liability on the balance sheet, as pointed out previously. The difference will be gradually reflected in the factors that determine accident costs within a financial year and, by extension, that determine assessments, without sudden change.

The reserve of the special disaster fund consists of the balance of the previous financial year increased by a percentage of the cost of accidents and reduced by the accident costs deemed excessive with regard to certain employers. The purpose of this reserve is to stabilize the experience and thereby stabilize assessment rates.

We thought it appropriate to make an adjustment in the computation of liabilities. For practical reasons, the costs of accidents for any one year is determined not only in relation to the accidents that occur during that year, but also in relation to the two previous years. In the context of the current economic recession, the level of employment plummeted in 1982 making the experience of the two preceding years hardly representative of the 1982 situation. An adjustment was introduced to reflect this drop in the employment level, by taking the hardest hit sectors into account, and reflecting the fact that the frequency and seriousness of occupational injuries varies considerably from one sector of activity to the next. This represents a permanent change to the assumption used before 1982 since the employment level was in those years implicitly fixed as invariable.

The impact of this modification for 1982 is as follows:

Reduction of the mathematical reserve of the accident fund	$ 31,077,000
Reduction of the theoretical reserve of the accident fund	$ 26,947,000
Reduction of the reserve of the special disaster fund	$ 156,000

The amount of $ 2,352,441, appearing as a liability toward beneficiaries, includes, besides previously described liabilities, a reserve for the capital payment programme (section 28.1) in the amount of $ 12,107,000.

We certify that, in our opinion, subject to the provisions of the financing practices in use and according to the data obtained from the Commission, this certificate is based on assumptions that we deem adequate and appropriate and is founded on sound actuarial principles.

Jean-L. Gauvin, F.C.I.A., F.S.A.
Robert Langlois, F.C.I.A., F.S.A.

Québec City, March 17, 1983

Commission de la santé
et de la sécurité du travail
(L.R.Q., c. S-2.1)

Balance Sheet

as at December 31, 1982
(in thousands of $)

	1982	1981
Assets		(note 16)
Cash and short-term deposits	**121,423**	144,588
Assessments receivable and other receivables (note 4)	**76,961**	120,476
Funds entrusted to the *Caisse de dépôt et placement du Québec* (note 5)	**1,649,980**	1,405,648
Sale price balance (note 6)	**19,628**	3,767
Fixed assets (note 7)	**20,477**	32,749
Systems development costs (note 8)	**9,372**	
Costs carried over to subsequent financial years (note 9)	**451,600**	365,963
	2,349,441	2,073,191
Liabilities		
Supplier-accounts and accrued expenses	**13,509**	5,455
Assessments collected in advance	**9,093**	6,051
Deposits by employers personally responsible for paying benefits and administration costs	**13,959**	11,708
Liability toward beneficiaries — accident fund (note 10)	**2,352,441**	2,031,729
	2,389,002	2,054,943
(Deficit) Surplus	**(39,561)**	18,248
	2,349,441	2,073,191

Deficiency of the accident fund and mode of financing (note 11)

For the Board of Directors

Robert Sauvé
Lionel Bernier

Commission de la santé et de la sécurité du travail (L.R.Q. c. S-2.1)

Statement of Income, Expenditure and Deficit

for the Financial Year ended December 31, 1982
(in thousands of $)

	1982	1981
Income		(note 16)
Employer assessments	**667,405**	664,485
Investment income	**191,079**	171,982
Interest on assessments and other income	**29,844**	17,604
	888,328	854,071
Expenditures		
Compensation programmes		
Cost of accidents of the financial year		
Medical assistance	**91,252**	86,553
Temporary disability	**282,143**	244,583
Permanent disability	**187,832**	168,246
Death	**22,901**	27,544
	584,108	526,926
Less: Costs charged to the reserve of the special disaster fund	**1,861**	1,792
	582,247	525,134
Interest transferred to the accident fund from		
Investment income	**191,079**	171,982
Interest on costs carried over	**24,337**	29,683
	797,663	726,799
Increase in the reserve of the special disaster fund	**3,172**	2,859
Depreciation of costs carried over to subsequent financial years (note 9)	**4,557**	5,076
	805,392	734,734
Prevention programmes	**30,002**	19,732
Administration expenses (note 13)	**95,320**	86,262
Bad debts (note 4)	**10,500**	19,364
Contributions to the civil service pension fund for past services (note 12)	**4,923**	4,923
	946,137	865,015
Surplus of Expenditure over Income for the Financial Year	**(57,809)**	(10,944)
Surplus at Beginning of Year	**18,248**	29,192
(Deficit) Surplus at Year-End	**(39,561)**	18,248

Notes to Financial Statements

1. Composition, Functions and Financing

The *Commission de la santé et de la sécurité du travail* was incorporated under the Civil Code on March 13, 1980. Its mandate, within the framework of its administration of the *Act respecting occupational health and safety*, is to develop, propose and implement policies relating to the health and safety of workers so as to ensure better working conditions and a better work environment. It collects the sums required to enforce this Act from employers, except for costs relating to inspection which are reimbursed to it by the Québec government.

In addition, within the framework of its administration of the *Workmen's Compensation Act* and the *Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries*, it operates an accident fund financed by employer assessments which must be sufficient to cover benefits and current administration expenses as well as to maintain an estimated reserve fund sufficient to cover future benefits payable for accident claims.

Moreover, within the framework of its administration of the *Crime Victims Compensation Act* and the *Act to promote good citizenship*, the Commission pays benefits or other indemnities to claimants. The sums required for the application and administration of these Acts are reimbursed by the Québec government.

2. Accounting Policies

The financial statement of the Commission was prepared according to the accrual basis of accounting using the accounting policies outlined below.

a Employer Assessments

Assessment income is determined according to the wage estimates produced by employers to whom the rate schedule set by the Commission applies. This income is adjusted at year-end to take into account the anticipated difference between the estimated wages and those actually paid by employers.

b Funds entrusted to the *Caisse de dépôt et placement du Québec*.

Participation deposits in the individual fund are recorded at their adjusted value, that is to say at cost, plus or minus adjustments representing the contra of the annual portion of depreciation over a 10-year period of the capital gain or loss realized on the sale of investments and of the difference between the realization value of stock investments and their book value. The annual depreciation is posted under income of the financial year.

Participation deposits in the general fund are entered at cost, plus a participation in the general reserve of this fund proportionate to the number of units held.

Portfolio bonds managed by the *Caisse de dépôt et placement du Québec* are entered at the depreciated cost on the basis of return.

c Fixed Assets

Fixed assets are presented at their original cost and are depreciated in relation to their estimated useful life according to the straight line method of depreciation at the following annual rates:

Buildings	2½%
Furniture and equipment	6¼%
Rolling stock	25%
Data processing equipment	20%
Telecommunication system	20%

Leasehold improvements are depreciated over the term of the lease.

d Systems Development Costs

The costs of developing data processing systems are depreciated according to the straight line method over a 5-year period as of their start-up date.

e Costs Carried Over to Subsequent Financial Years

The portion of costs carried over to subsequent financial years arising from a change in the valuation base of the mathematical reserve of the accident fund in 1975 and changes in 1979 to the capitalized value of certain pensions and the review of actuarial hypotheses are depreciated according to the annuity method at rates of 8% until the year 2005.

The portion of these costs carried over arising from changes in 1981 and 1982 to the provision for outstanding or unreported benefit claims relating to the application of programmes evaluating the inability to resume work, regarding temporary compensation for rehabilitation while seeking work, for training or for psychosocial treatment, and regarding economic and social stabilization and the interest related to these costs will be depreciated as of 1985. This depreciation will be according to the annuity method at rates of 8% until the year 2005.

f Liability Toward Beneficiaries — Accident Fund

Mathematical Reserve of the Accident Fund

The mathematical reserve of the accident fund includes a provision for claims receivable or in process of settlement, on the one hand, and the capitalized value of pensions, on the other.

No liability for future costs relating to programmes evaluating the inability to resume work, regarding temporary compensation for rehabilitation while seeking work, for training or for psychosocial treatment, and regarding economic and social stabilization is entered in this reserve.

Reserve of the Capital Payment Programme (R.S.Q., c.A-3, section 28)

Since 1981, the Commission has offered beneficiaries receiving monthly pensions of less than a certain amount and for which payment of the pension began before January 1, 1979, the possibility of receiving a payment for the capital sum of their pension.

The difference between the capital thus reimbursed and that already capitalized in the mathematical reserve of the accident fund is transferred to this reserve.

This special reserve serves to defray the administration costs relating to this operation and to finance the rehabilitation programmes that the Commission offers to beneficiaries who cannot benefit from a capital payment, but who can be rehabilitated.

Reserve of the Special Disaster Fund

In order to relieve some categories of employers from prohibitive accident costs, a portion of these costs that exceed a maximum set by the Commission is posted in the reserve of the special disaster fund.

g Cost of Accidents of the Financial Year

This cost is determined according to actuarial bases and represents the present value of disbursements for accidents that occurred during the year covered by these financial statements. It does not take into account the cost of accidents pertaining to the application of programmes relating to inability to resume work, which cost is carried over to subsequent financial years.

h Claims Against Third Parties

Claims against third parties responsible for occupational accidents are entered, at the time of their receipt, in reduction of disbursements during the financial year in the mathematical reserve.

3. Changes to Accounting Policies

Prior to the 1982 financial year, the total of the costs carried over to subsequent financial years was depreciated to the annuity method at the rate of 8% until the year 2005.

The Commission has decided to defer until 1985 the depreciation of the portion of costs carried over relating to the application of programmes evaluating the inability to resume work, regarding temporary compensation for rehabilitation while seeking work, for training or for psychosocial treatment, and regarding economic and social stabilization and to capitalize, as costs carried over, the related interest to the same date.

The effect of this change for the 1982 financial year is seen in a decrease in expenses of $13,362,000 and an equivalent decrease in the surplus of expenditure over income.

4. Assessments Receivable and other Receivables

	1982	1981
	(in thousands of $)	(in thousands of $) (note 16)
Assessments receivable	82,453	48,148
Estimate of income accrued from assessments		58,325
Sums receivable from the *Gouvernement du Québec* for inspection and prevention programmes	1,177	11,405
Other receivables	10,331	9,098
	93,961	126,976
Less: Provision for bad debts	17,060	6,500
	76,901	120,476

5. Funds Entrusted to the *Caisse de dépôt et placement du Québec*

(in thousands of $)

	1982	1981
Deposits to Individual Fund		
Participation deposits at adjusted value (1982 realization value: $1,408,766, 1981: $813,550; number of units 1982: 1,437,587; 1981: 1,087,614)	**1,447,856**	1,087,614
Deposits to General Fund		
Participation deposits at cost and proportionate participation in the general reserve (1982 realization value: $49,748, 1981: $41,898; number of units 1982: 62,177; 1981: 62,177)	**53,796**	53,638
Demand deposits	**3,628**	4,435
Portfolio under Management		
Bonds at depreciated cost (1982 realization value: $95,730, 1981: $84,392 and 1982 par value $114,097; 1981: $123,343)	**112,234**	121,170
Income Accrued and Receivable	**32,466**	138,791
	1,649,980	1,405,648

* Term deposits with the *Caisse de dépôt et placement du Québec* are included under "Cash and short-term deposits" (1982: $45 million; 1981: $35 million)

6. Sale Price Balance

	1982	1981
	(in thousands of $)	(in thousands of $)
Secured by first mortgages at 7½%		
Reimbursable by annuities of $403,085 maturing on December 31, 1998	**3,651**	3,767
Reimbursable by annuities of $1,454,705 maturing on December 31, 2006	**15,977**	
	19,628	3,767

7. Fixed Assets

			1982	1981
			(in thousands of $)	(in thousands of $)
	Cost	Accumulated depreciation	Net	Net
Land	**719**		**719**	2,309
Buildings	**8,756**	**2,304**	**6,452**	21,083
Furniture and equipment	**12,542**	**3,229**	**9,313**	8,628
Rolling stock	**576**	**207**	**169**	231
Leasehold improvements	**1,004**	**493**	**511**	498
Data processing equipment	**4,130**	**826**	**3,304**	
Telecommunication system	**36**	**7**	**29**	
	27,543	**7,066**	**20,477**	32,749

8. Systems Development Costs

	Cost	Accumulated depreciation	Net
	(in thousands of $)	(in thousands of $)	(in thousands of $)
Development of data processing systems	**11,715**	**2,343**	**9,372**

9. Costs Carried over to Subsequent Financial Years

	1982	1981
	(in thousands of $)	(in thousands of $)
Change in 1975 of the valuation base of the mathematical reserve of the accident fund	**304,260**	304,260
Changes made in 1979 to the capitalized value of certain pensions and the review of actuarial hypotheses	**20,179**	20,179
	324,439	324,439
Accumulated depreciation	**(24,787)**	(20,230)
	299,652	304,209
Costs relating to application of programmes concerning inability to resume work		
— 1981	**62,610**	62,610
— 1982	**78,938**	
	141,548	62,610
Accumulated depreciation	**(856)**	(856)
	140,692	61,754
Interest on costs carried over relating to application of programmes concerning inability to resume work	**11,256**	
	151,948	61,754
	451,600	365,963

Note 2 e) gives further details concerning costs carried over to subsequent years

10. Liability toward Beneficiaries — Accident Fund

	1982	1981
	(in thousands of $)	(in thousands of $)
Mathematical reserve of the accident fund	**2,333,570**	2,026,009
Reserve for the capital payment programme	**12,107**	267
Reserve for the special disaster fund	**6,764**	5,453
	2,352,441	2,031,729

a Consistency of the Mathematical Reserve of the Accident Fund

	1982	1981
	(in thousands of $)	(in thousands of $)
Balance at beginning of year	**2,026,009**	1,671,180
Cost of accidents		
Charged to operations during the year	**582,247**	525,134
Transferred to costs carried over	**78,938**	62,610
	661,185	587,744
Capitalized interest		
Charged to operations	**214,817**	201,665
Transferred to costs carried over	**11,256**	
	226,073	201,665
Net disbursements for the year	**(567,790)**	(434,313)
Paid-up capital transferred to the reserve for the capital payment programme	**(11,907)**	(267)
Balance at year-end	**2,333,570**	2,026,009

b Consistency of the Reserve of the Capital Payment Programme

	1982	1981
	(in thousands of $)	(in thousands of $)
Balance at beginning of year	**267**	
Transfer of the mathematical reserve from the accident fund	**11,907**	267
Capitalized interests	**598**	
	12,505	267
Economic and social stabilization programmes	**(63)**	
Administration expenses	**(802)**	
	(865)	
Balande at year-end	**12,107**	267

c Consistency of the Reserve of the Special Disaster Fund

	1982	1981
	(thousands of $)	(thousands of $)
Balance at beginning of year	**5,453**	4,386
Charging to operations for increase of the reserve	**3,172**	2,859
Utilization to decrease the cost of accidents	**(1,861)**	(1,792)
Balance at year-end	**6,764**	5,453

11. Deficiency of the Accident Fund and Mode of Financing

	1982	1981
	(in thousands of $)	(in thousands of $)
Entered in the books as at December 31		
Costs carried over to subsequent financial years, less depreciation (note 9)	**451,600**	365,963
Deficit (Surplus)	**39,561**	(18,248)
	491,161	347,715
Not entered in the books as at December 31		
Balance due on the civil servants pension plan for past services (note 12)	**46,244**	47,094
	537,405*	394,809*

* As indicated in the accounting policies, this amount does not take into account the future costs of accidents which occurred before December 31, 1982 pertaining to programmes evaluating the inability to resume work, regarding temporary compensation for rehabilitation while seeking work, for training or for psychosocial treatment and regarding economic and social stabilization.

According to the Commission's financing policies, this deficiency of the accident fund will be made up over a period of years. Notes 2 e), 9 and 12 give further details on this deficiency and its form of financing.

12. Pension Plan

An actuarial valuation of the liability resulting from past services to December 31, 1975 has been established at $49,787,000. The Commission has been reimbursing this amount since December 31, 1978 by means of 23 equal annual instalments of $4,923,000, including capital and interest. The balance as at December 31, 1982 of this liability not entered in the books amounts to $46,244,000.

13. Administration Expenses

	1982	1981
	(In thousands of $)	(In thousands of $) (note 16)
Salaries and fringe benefits	83,805	70,890
Training and upgrading	385	432
Travel expenses	4,025	3,964
Public relations	1,122	400
Telephone, telegraph, postage, couriers	5,098	3,813
Service and leasing contracts — data processing	8,437	4,250
Service and leasing contracts — other	7,464	5,928
Maintenance and repairs — fixed assets	2,980	3,185
Space rental (note 14)	7,508	6,007
Printing, stationery and supplies	2,982	2,815
Insurance	55	21
Collection fees	226	176
Investigation and legal fees	160	110
Other expenses	252	467
Depreciation — fixed assets	2,029	1,161
Depreciation — systems development	2,343	
	126,449	103 619
Less		
Costs carried over — systems development	11,715	
	118,734	103,619
Costs transferred:		
Gouvernement du Québec		
• for inspection	17,577	13,086
• for administration of the *Crime Victims Compensation Act* and the *Act to promote good citizenship*	1,706	1,233
Employers personnally required to pay benefits and administration expenses	1,529	2,101
Reserve of the capital payment programme	602	
Régie de l'assurance-automobile du Québec		937
	21,414	17,357
	96,320	86,262

14. Space Rental

The Commission is committed by way of leases for a sum of $25,400,000 as at December 31, 1982 (1981: $25,760,000) for which payments over the coming twelve months total $6,300,000. These leases spread over a period of 1 to 10 years with a possibility of renewal upon expiry. A clause provides for rent reviews in the event of increases in operating costs or taxes.

15. Contingency

At the beginning of 1982, a collective recourse application was filed by an injured worker, on behalf of all workers having suffered a loss of physical well-being since 1932.

This injured worker was claiming additional compensation under section 38.4 of the *Workmen's Compensation Act* (R.S.Q. c. A-3) on the grounds that the Workmen's Compensation Commission as it existed then, had never taken into account the ability of a worker to resume work or to adapt to some other appropriate occupation. The Québec Court of Appeal has recently rejected this application.

16. Comparative Figures

Some 1981 figures have been reclassified so as to make them comparable with the format adopted in 1982.

Major Realizations in 1982

Major Realizations in 1982

Whereas the previous year the Commission was busily laying the foundations of the overall plan, its 1982 activities were directed at working more closely with workers and employers in the establishments themselves. The major bridges crossed by the Commission since its creation had always been leading to interventions in the work environment such as determination of priority sectors, drafting of regulations, start of occupational inspection, signing of contracts with hospital centres that have a community health department, creation of joint sector-based associations...

For the period covered by this report, the Commission's prime goals were to reach the highest possible degree of integration of services and activities at all levels of its four major functions — prevention, inspection, compensation and administration — and improve these services.

Its 1982 activities were carried out with this in mind. Besides giving each of its administrative units mandates along these lines, the Commission also formed committees in charge of coordinating programming, training and systems development, and it set up pilot projects for total integration of activities in three of its regional offices.

This report covers the major realizations of the Commission during the 1982 financial year according to its principal functions. Given the breadth of its mandates, it would be difficult to list and describe all of the agency's activities; however, the following pages do give a significant overview of them.

Prevention

When the Regulation respecting prevention programmes and the Regulation respecting occupational health services came into force in 1982, the implementation of the occupational health and safety system reached an important point. The preparation and application of a plan of action by workers and employers in their own establishments to eliminate the causes of occupational accidents and diseases will be the driving force of the reform that was begun in Québec in 1980. This was the context in which, throughout the year, development of the various prevention programmes and services offered by the Commission continued, in cooperation with hospital centres that have a community health department, joint sector-based associations, workers' associations and employers' associations.

Priority Sectors

The first role given to the Commission under the Act respecting occupational health and safety is to determine the order of priority the establishments must follow for the application of its major provisions. From the start, a sector basis was chosen for establishing intervention priorities. Rather than create a new type of classification of establishments based on occupational health and safety issues, the Commission stayed with the conventional sector-by-sector approach using the description of subsectors of the *Bureau de la statistique du Québec*.

The results of an initial application of available statistics on the frequency and seriousness of accidents since 1977 in each sector of economic activity enabled the Board of Directors to determine, in 1980, the first priority categories of establishments in the plan, belonging to five of the thirty basic sectors (Table 9).

Since then, efforts have been concentrated on identifying and analyzing the needs of this first group. After starting in 1981, a vast operation to get to know the milieu continued in 1982, in collaboration with hospital centres that have a community health department (CH-DSC). Within this framework, regional prevention teams visited some 890 establishments employing more than 20 workers in the five priority sectors, thus enabling them to update their establishment file. For each of the five sectors, the Commission also published a sectorial monograph which is used in preparing and applying the various prevention programmes. Since July 1982, when they were designated as priorities by two regulations, the establishments in these sectors have been subject to the provisions of the Act as regards the prevention programme and health services; their participation in the plan is thus taking a more concrete form.

Another group of five sectors of economic activity, declared priority sectors by the Board of Directors in 1981, was also designated by regulation in May 1983 (Table 10). Throughout 1982, the Commission's teams undertook research and analysis operations in these sectors similar to those conducted in establishments belonging to the first group.

At the same time, the Commission went ahead with various projects concerning problems found in certain priority sectors. It completed the development of two general programmes during the year — one for workers exposed to silica and the other for workers exposed to asbestos — and worked on a draft regulation respecting preventive reassignment of workers exposed to lead.

A committee to review the Safety Code for the construction industry, formed of representatives of the parties, studied a number of topics during this period, including issues related to elevator mechanics, underwater work, the use of explosives and various amendments to the Code. This committee also received a more general mandate to add a section on worker health to the Code and further develop sanitation matters.

Support for Establishments Required to Prepare a Prevention Programme

The Regulation respecting prevention programmes which came into force on July 3, 1982, sets a deadline for employers whose establishments belong to the categories designated for this purpose, i.e. those in the first group of priority sectors, by which they must prepare a specific prevention programme for their establishment with the participation of the workers they employ.

Although the publication of this regulation in the *Gazette officielle* alone is, strictly speaking, considered sufficient notice to employers concerned, the Commission thought it wise to launch an operation reminding the employers concerned of their obligations in the fall of 1982. Its regional prevention services sent out over 30,000 reminders in this regard, divided into three categories:

- For establishments with over twenty workers in the sectors contemplated, a reminder of the obligation to implement a prevention programme and send a copy of it to the Commission before July 3, 1983;
- For establishments with twenty workers or fewer in the same sectors, a reminder of the obligation to implement a prevention programme before July 3, 1983;
- For all establishments in the buildings and public works sector, a reminder to the principal contractor of a construction site of the obligation to implement a prevention programme as soon as work begins, if the work simultaneously occupies at least ten workers, and to transmit it to the Commission ten days before, if such work is to occupy twenty-five workers or more.

A breakdown of these reminders by sector of economic activity appears in Table II.

To help employers and workers prepare the prevention programme for their establishment, the Commission also produced and made available a number of information documents during the year, including:

- A guide for the preparation of prevention programmes, which presents the objectives of the programme, some of its administrative aspects and the procedure to follow to reach each of its objectives;
- A guide for the preparation of the specific health programme of an establishment;
- A compilation of standards applicable to the regulations administered by the Commission;
- Guides for the selection of measurement devices, as well as a file on measurement devices;
- A guide for the selection of respirators;
- Indexes of regulations applicable to programmes of adaptation to standards;
- An explanatory guide of the registers of characteristics concerning work stations and the work performed by each worker.

In addition, regional prevention teams from the Commission gave those establishments who so requested, technical assistance regarding the procedure to follow to draw up a prevention programme. In each regional office, information sessions on the registers of work stations and of work performed were also held during the year, as well as on the programme of adaptation to standards and other components of the prevention programme. Depending on the case, these sessions were organized according to sector of economic activity, category of establishment, or establishment.

Occupational Health Services

The occupational health and safety system makes use of the public health network to provide workers with access to the preventive and curative health services set out in the Act. In 1981, the Commission had concluded agreements for services with each of the thirty-two hospital centres that have a community health department and their core teams had started to work on programmes such as preventive re-assignment for the pregnant or breast-feeding worker, and mandates related to health services and expert opinions to be provided to work environments.

However, after the regulations respecting prevention programmes and occupational health services came into force, the Commission had to revise its contracts with these hospital centres in 1982. Its Board of Directors adopted motions in favour of allotting $25 millions for the development of health services in the five priority sectors: these health services will become fully implemented and operational in 1983.

Furthermore, the special committee created by the Board of Directors to study the draft regulation respecting minimum standards for first aid, as well as programmes on training of first-aid specialists and access to first aid, continued its activities in 1982. Until this regulation comes into force, the Commission will continue to train first aid specialists in cooperation with the St. John's Ambulance Society. It will also continue to grant allowances to employers in categories not yet designated by regulation for the maintenance of health services; the Commission thus encourages employers who already offer private health services to maintain them until they are required to set up the mechanisms provided for by the Act.

Creation of Joint Sector-Based Associations

To enable workers and employers in various sectors of economic activity to share their experience in occupational health and safety matters and obtain professional and technical assistance in the field, the Act provides for a joint body involving the workers' associations and employers' associations in each sector. These are known as joint sector-based associations.

The Act states that only one joint sector-based association can be recognized per sector. In view of the grouping together of some sectors, the Commission expects the number of joint sector-based associations to be created under the occupational health and safety plan to be about twenty.

The mandate of the Commission is to encourage the creation of such associations, especially in the sectors designated as priorities, and to give them technical and financial assistance. In 1982, it concentrated its efforts more particularly on fifteen sectors of economic activity.

Close to 100 inter-employer, inter-union or employer/union meetings took place during the year, with participants from about sixty different employers' associations and fifty union associations or federations. Through these efforts, two new joint sector-based associations were formed in 1982, in the automobile services sector, and the transportation and storage sector. Two other associations had already been established, in the social affairs sector and the textile sector.

Some joint labour committees have informed the Commission that they intend to create joint sector-based associations in the following sectors: public administration, municipal affairs, commerce, transportation equipment, printing, mining, manufacturing of metal products and manufacturing of electrical products. All have already begun the process of defining the agreement that should lead to the creation of new sector-based associations in 1983.

In 1982, as far as financial help is concerned, the Commission gave a financial assistance grant of $1,202,766 to the *Association pour la santé et la sécurité du travail — Secteur affaires sociales (ASSTSAS)*, which was created two years earlier. Start-up subsidies totalling $369,146 to promote the creation of joint sector-based associations were given to the following associations:

- Conseil québécois de la santé et de la sécurité du travail pour l'industrie du textile primaire,
- Association sectorielle paritaire — Secteur services à l'automobile,
- Association sectorielle paritaire — Secteur transport et entreposage,
- Association sectorielle paritaire — Secteur fabrication de produits en métal et de produits électriques,
- Association sectorielle paritaire — Secteur fonction publique québécoise,
- Machinery manufacturing and transportation equipment sector.

The Commission also continued to subsidize a multi-sectored association called the *Association paritaire de prévention pour la santé et la sécurité du travail (APPSST)* and gave it $2,107,833 in order for it to maintain its training, information and promotion services regarding prevention.

Training and Information

The Commission, employers' associations, union associations and joint associations share the responsibility of providing information, training and counselling services in occupational health and safety matters. In addition to realizing its own programmes in this area, the Commission has a mandate to give technical and financial support to these associations.

In 1982, the Commission designed, developed and realized various training sessions on prevention, particularly for its own staff, but also for outside clients such as the advisers of sector-based associations, representatives of employers' or union associations or members of community health departments, who have a role to play in the enforcement of the Act. These sessions covered, among other subjects, the prevention programme, elements of toxicology, introductions to the priority sectors, industrial sanitation, occupational health and safety regulations.

Specifically, the Mine Rescue Station Division trained 143 new recruits from 26 different mines. This brought the total number of people having completed its training programme to 334, of whom 268 were among the permanent staff members working at the end of the year. The regular and special basic training course for mine rescue accounted for 11,000 person-hours in 1982. It should be noted that there are fifteen secondary mine rescue stations in Québec in addition to the main stations at Noranda, Thetford Mines and Val d'Or.

The Commission also paid particular attention to training activities related to construction sites in 1982. Commencing on July 1, 1983, workers, management staff and supervisory staff must have completed a general safety course in order to have access to construction sites.

In this regard, the Commission presided over the coordination committee responsible for preparing the course content, upgrading instructors and teachers, and supervising the training of workers and employers as to general safety. It also continued to provide services for the training of safety officers on construction sites.

During the same period, the Commission produced a number of information documents, mostly related to the preparation of prevention programmes. Besides the guides mentioned earlier, guides were published on the working conditions and health of the pregnant worker, the unborn child and the breast-fed child, and on the layout of work stations with video display terminals.

The regional offices organized a number of sessions during the year to disseminate information on the Act respecting occupational health and safety and its application, in particular as it affects the priority sectors. Specialists from the Commission also participated in many seminars, discussion groups, study days and conferences as speakers or resource persons.

In addition to carrying out its own programmes, the Commission paid subsidies to employers' or union associations to help them implement various programmes to train or inform their members. In 1982, eleven union associations thus received subsidies totalling $2,597,585. These associations were:

- Centrale de l'enseignement du Québec (CEQ).
- Confederation of National Trade Unions (CNTU).
- Centrale des syndicats democratiques (CSD).
- Quebec Federation of Labour (QFL).
- Sheet Metal Workers' International Association.
- Cartel des organismes professionnels de la sante.
- Federation des infirmieres et infirmiers unis.
- United Oil Workers.
- Federation des travailleurs forestiers du Quebec.
- Conseil provincial du Québec des metiers de la construction, international.
- Federation of Aluminum Unions.

As for employers' associations, the *Union des producteurs agricoles* received a subsidy of $15,000 under the policy to subsidize employers' associations, while the following three prevention associations shared grants of $1,377,863 for their activities:

- Association de sécurité des pâtes et papier du Québec.
- Association de sécurité des exploitations forestières du Québec.
- Association de sécurité des industriels forestiers du Québec.

Toxicological Index and Documentation

Apart from its information programmes, the Commission is able to offer specialized services to those interested in specific aspects of occupational health and safety, through its Toxicological Index and Documentation Centre.

The Toxicological Index has been in operation since the end of 1981. It is a computerized index containing information on the composition of products used in the work environment, the dangers they entail for the health and safety of workers, and adequate preventive or curative measures. This tool is especially useful in setting up the register of work stations and preparing prevention programmes for establishments.

Access to the Toxicological Index is public. During this first year of operation, the Toxicological Index received 11,890 requests for information. Based on the information furnished to it by manufacturers or suppliers, it had answered 3,715 of these requests by the end of the year. Throughout this period, the Commission contacted over 1,500 manufacturers or suppliers to obtain information on their products and thereby complete the contents of its data bank. All data received from companies in this regard are confidential, only information on the toxic components that products may contain may be made public.

The Commissions' Documentation Centre pursued the development of its occupational health and safety data base *(information en santé et sécurité du travail — ISST)*, a comprehensive file on occupational health and safety in Québec. It contains bibliographic information on documents found in documentation centres at the Commission, the joint sector-based associations and participating centres such as the *Institut de recherche en santé et en sécurité du travail (IRSST)*.

The ISST data base grew by 6,000 titles, of which 2,000 were provided by its partners, in 1982. The numbers of documents it contains thus doubled to reach 15,000. During the same period, the operation of the data base was the subject of a number of training activities attended by the staff of the Commission's regional offices and groups from joint sector-based associations and community health departments which belong to the network.

In 1982, there was in increase in almost all services to users, ranging from 41% for the lending of documents to 236% for inter-library loans. The reference activities of the Montreal Documentation Centre alone represented 2,856 interventions: research in the ISST data base, selection of an appropriate reference work, research for information from an agency or association, research by means of telereference. The breakdown of these activities by user gives a good indication of their variety (Table 12). With the Documentation Centre becoming better known across Québec, the number of outside users in 1982 increased to 60.5% of the total clients compared to 42.6% the previous year.

Special Projects

A great deal of interest has been generated by a number of experimental projects started or continued in 1982 with technical or financial support from the Commission. Because these projects are realized with the participation of workers and employers and receive support from the public health service network, they hold a place of particular importance within the overall reform. The following projects are cited as examples:

- At the Alcan plant in Jonquière, Alcan Smelters and Chemicals Limited, the Federation of Aluminium Unions and the *Commission de la santé et de la sécurité du travail* published in September 1982 the results of the first study conducted under a tripartite agreement concluded two years earlier. These studies are to measure the incidence of respiratory symptoms and the bone condition of workers in the industrial complex at Jonquière.
- At Gaspé Mines in Murdochville, the results of a study on sanitation conditions, occupational safety and the state of health of employees were published early in 1983. An agreement between Noranda Mines Ltd., the United Steelworkers of America, the *ministère des Affaires sociales* and the Commission made it possible to conduct this study which was completed in 1982.

- At Wabasso in Trois-Rivières, the health evaluation that Wabasso Inc. and the United Textile Workers of America had started the previous year in cooperation with the hospital centre of Ste-Marie de Trois-Rivières and the regional office of the Commission at Mauricie-Bois-Francs was nearing completion at the end of 1982. During the year, the necessary samples had been taken to evaluate cotton dust concentrations in the plant and make respiratory examinations of exposed workers. The researchers should be able to publish the results of the study in 1983.
- In the Îles-de-la-Madeleine, a study of the asthmoid syndrome found among workers at two industrial crab processing plants continued. A report on this study conducted by the community health department, the *Centre toxicologique du Québec*, the *ministère des Affaires sociales* and the regional office of the Commission for Bas-Saint-Laurent-Gaspésie, will be made public in 1983.

The data gathered in these special projects will be used to establish prevention and health programmes in the establishments concerned which, in turn, may serve as examples to related industries.

Planning and Coordination

The scope of the Commission's mandate and the necessity for it to use, inasmuch as this is possible, existing public agencies and resources concerned with occupational health and safety, oblige it to have very close ties with numerous outside bodies whose operations may influence or support its mandate.

This is the case, for instance, of the *Bureau de normalisation du Québec*, the *Bureau de la statistique du Québec* and several departments with a social and economic function. It should be pointed out that the Commission has established standing committees with the *ministère des Affaires sociales* and the *ministère de l'Éducation* that enable it to take joint action in the areas of health services and training. In 1982, as a result of an initiative of the Commission and with its cooperation, the *ministère de l'Éducation* set up an intensive programme for upgrading industrial sanitation techniques, in order to meet the needs created by the enforcement of the Act. As of June 1983, sixty new industrial sanitation technicians trained at the Jonquière or Lionel-Groulx colleges will thus enter the labour market. The Commission also made sure that the *ministère de l'Éducation* is taking into account, in its revision of the nursing care programme at the college level, the concerns of health and safety as related to occupational functions and the role that technicians may be called upon to play in the work environment. Lastly, it developed a model for integrating course contents into vocational training, on health and safety in the various occupational functions and the role to be entrusted to those who fill such jobs in accordance with the Act respecting occupational health and safety; the analysis chart and method created for this purpose will produce data on dangers by trade, profession, occupation or function.

Apart from its efforts to coordinate with various bodies and groups throughout the province, the Commission emphasized planning at the regional level and brought various concerned parties together for discussions and planmaking. Depending on the case, these involved the head of the Prevention Service, the regional chief inspector, the head of the Compensation Service of the regional office of the Commission, representatives of the *Conseil régional des services sociaux et de santé (CRSS)* and hospital centres with a community health department (CH-DSC). According to regions or problems discussed, representatives of joint sector-based associations, Cegeps, etc., also attended.

The Commission systematically gives precedence to various planning mechanisms, thus allowing for better coordination of occupational health and safety interventions in establishments and aiding them to be more efficient.

Priority Sectors of Economic Activity (Group I)

Number of Workers and Establishments

9

Sector of Economic Activity	Number of Workers	Number of Establishments
Buildings and public works	102,700	13,348
Manufacturing of metal products	50,800	2,141
Forestry and sawmills	42,600	1,973
Chemical industry	23,700	451
Mines, quarries and oil wells	30,600	465
Total	**250,400**	**18,378**

Priority Sectors of Economic Activity (Group II)

Number of Workers and Establishments

10

Sector of Economic Activity	Number of Workers	Number of Establishments
Wood (except sawmills)	16,400	1,303
Rubber and plastics	19,600	481
Transportation equipment	34,200	476
Primary metals	31,100	157
Nonmetallic mineral products	16,000	772
Total	**117,300**	**3,189**

11 Reminders Sent to Establishments Required to Prepare a Prevention Programme

Sector of Economic Activity	Establishments with Over 20 Workers	Establishments with 20 Workers or Fewer	Construction Sites
Buildings and public works	805	12,543	13,348
Manufacturing of metal products	498	1,643	
Forestry and sawmills	385	1,588	
Chemical industry	182	269	
Mines, quarries and oil wells	134	331	
Total	**2,004**	**16,374**	**13,348**

12 Use of Documentation Centre for Reference Purposes[1]

by user (1982)

User	Number of Times Used	%
Commission de la santé et de la sécurité du travail	1,127	39.5
Institut de recherche en santé et en sécurité du travail	60	2.0
Joint-sector based associations	112	3.9
Community health departments	280	9.8
Workers	244	8.5
Employers	341	11.9
Government agencies	118	4.1
Students	448	15.6
Teachers	47	1.6
Others	79	3.1
Total	**2,856**	**100**

1. At the administrative centre in Montreal only

Inspection

After being set up in 1981, the Commission's new inspection services increased their working pace in 1982 and their interventions in establishments went up more than 70%. While priority had been given to training staff, reviewing procedures and developing working tools in the previous year, the balance sheets of the past year show that the Commission has fully implemented its inspection mandate, all aspects of which it assumes effectively in all sectors of economic activity.

Adoption of Inspection Policies and Procedures

In order to ensure the quality and uniformity of interventions by its inspectors, the Commission has developed, in the last two years, a compilation of administrative instructions which cover all aspects of occupational inspection interventions. By imposing new obligations on inspectors and giving them broader powers within a completely different operating structure, the Act respecting occupational health and safety had made this step necessary.

In 1982, the Inspection Manual was studied by a plenary committee of the Commission's Joint Board of Directors and reports on most parts of it were made to the Board. For the first time in Quebec, occupational inspectors now have a carefully drawn-up and complete guide for use in their work. Also, for the first time, the policies followed for occupational inspections have been made public and are available for consultation. This is consistent with the spirit of the Act, which specifies that inspection must be openly and publicly carried out with the knowledge of both parties involved, i.e. the workers and the employers.

In 1982, inspection guides were added to this set of administrative instructions. They give a detailed interpretation of the various components of the regulations respecting occupational health and safety. These guides are used for training and information purposes, and as daily tools during interventions in establishments and on job sites. The main inspection guides produced during the year deal with aspects of the following regulations:

- Safety Code for the construction industry (scaffolding and scaffolding systems, construction of electrical power lines, temporary heating equipment, ice covers);
- Regulation respecting the quality of the work environment (instructions on measuring devices, noise measurement);
- Regulation respecting the salubrity and safety of workmen in mines and quarries (management of mine cables).

During the year, the Commission also finalized an intervention model specific to a new sector of economic activity which recently came under the Act: agriculture. The lack of precision in regulations affecting this sector, the variety and number of risks encountered and the type of operation therein led the Commission to adopt a specific intervention policy, more encouraging than restricting, which it has already begun to apply with the assistance of the *Union des producteurs agricoles (UPA)*.

Implementation of Data Processing Systems

The Commission continued to develop data processing systems for inspection organization and management of intervention files, work which it had begun the previous year. Compatible with all the Commission's systems, the inspection data systems facilitate the preparation of interventions and their follow-up; they give the inspector immediate access to a large amount of technical information pertinent to his decision and reduce delays in management of intervention files.

The implementation of these inspection management data systems was carried out as a pilot project at the Québec City regional office of the Commission, and enabled certain corrections to be made. Two regional inspection services, Québec City and Outaouais, were equipped with such systems in 1982. The other regions should have them by the end of 1983. This means all the inspection files of the Commission will soon be computerized.

Inspection Interventions

During their second year of operations, the regional inspection services opened 16,980 files, either by request or as part of planned activities. Depending upon the case, they involved:

- scheduled compliance inspections carried out by the Commission according to its priorities;
- investigations following accidents with serious consequences for one or more workers;
- interventions following an outside complaint, related to a specific situation;
- interventions following the exercise of the right of refusal by a worker, at the request of the worker or the employer.

A total of 16,102 files were settled during 1982, of which 13,887 following the direct intervention of inspectors in establishments. Inspectors made 41,638 visits, 70% more than in the previous year.

During these interventions, inspectors noted 77,875 cases of noncompliance with the regulations or the Act. They ordered 26,656 laboratory analyses to be carried out by the *Institut de recherche en santé et en sécurité du travail* on 8,760 samples, the high number of requests for analysis is an indication of the growing concern of the inspection services with industrial sanitation.

Table 13 permits the analysis, according to type of intervention, of the inspection files processed in 1982 and the resulting inspection visits to establishments. The Table shows that scheduled inspections made up more than 70% of the files processed; this type of intervention accounted proportionally for the most visits to establishments — 85% of the total. As for follow-up visits, they outnumbered initial visits by almost two to one.

Breakdowns of these interventions by region and by sector can be found in Tables 14 and 15.

Compliance Inspections

Compliance inspections are scheduled in advance, taking into account the Commission's priorities and those of the region. They are usually general inspections aiming to ensure compliance of working conditions and of the workplace with the Act, regulations, standards and techniques respecting occupational health and safety.

In 1982, inspectors carried out almost four times as many scheduled inspections than it did interventions in response to outside requests. As in the previous year, the greatest number of compliance inspections made by the Commission were in the construction and manufacturing sectors (see Table 16).

The Commission also finalized a new type of intervention during the year, based on an integrated approach to inspection and prevention. These interventions, carried out jointly with the regional prevention services, will be aimed at establishing the prevention mechanisms provided for in the Act in establishments and on job sites. Already, rules concerning coordination and common action have been established and pilot experiments on integration of activities have begun. This new type of intervention will be particularly appropriate during the analysis of prevention programmes to be submitted to the Commission in 1983 by establishments belonging to a category designated for this purpose by regulation.

Interventions Following Complaints and Investigations

Interventions following complaints decreased slightly in 1982 as compared with the previous year. The number of initial visits to establishments following complaints fell from 2,689 to 2,499. The Commission attributes this progressive decline in its direct interventions in response to complaints, to a more judicious screening of the complaints received as well as to the effects of compliance inspections. The annual figures show that, relatively speaking, the number of complaints is higher in the sectors which have not yet been subject to systematic compliance inspections. This is the case, for example, in public utilities, which have only been subject to the Act since 1981, there were half as many complaints in this sector as in the manufacturing industry or the construction sector, which respectively contain five times more workers (see Table 17).

Parallel to this decrease in the number of interventions following complaints, there was a steady increase in the number of investigations following incidents leading to the death of a worker, causing serious injuries to one or more workers or causing major material damage. In 1982, the Commission opened 1,320 inspection files, of which 1,240 had been closed by the end of the year. It should be pointed out that the increased number of investigations is not necessarily tied to the increase in the seriousness of accidents, since the number of fatal accidents reported in 1982 decreased by 36% in relation to 1981, falling from 208 to 133 (see Table 18). It is above all with a view to prevention, by considering the consequences an accident might have had, that the inspection services decide to proceed with an investigation.

This preventive approach forms the basis of the investigation method developed by the Commission. Instead of trying to establish blame or even responsibility for incidents, this new method aims to determine the cause of an accident, so as to avoid its reoccurrence by taking the necessary corrective measures. Its results are already very encouraging and it compares favourably with methods used abroad, where a variety of agencies are already demonstrating interest.

Application of the Right of Refusal

The number of interventions by inspectors where a worker refuses to perform a task he believes to be dangerous, remained approximately the same in 1982, increasing from 229 to 233. It should be noted, however, that these interventions affected about half as many workers, specifically 969, as compared to 1,913 the previous year.

In a third of the files processed, inspectors ruled that a danger did in fact exist justifying the exercising of the right of refusal. It was not justified in the other cases.

A regional and sectorial breakdown of interventions by inspectors after the exercising of the right of refusal can be found in Tables 19 and 20. Just as for complaints and investigations, it can be seen here that the sectors of activity that are not yet subject to systematic compliance inspections require more inspector interventions, proportionally speaking.

Measures Applied During Interventions

Where inspectors discover non-compliance with the Act or regulations, or the presence of a risk to the health and safety of workers, their powers to issue orders and make decisions enable them to take steps which range from issuing remedial orders and stopping work to closing the workplace partially or completely.

In the event of failure to comply with an inspector's order within the prescribed time period, the offender receives a prior notice from the Commission describing the offence and specifying the amount of the fine he will have to pay. If he does not follow up this notice within the prescribed time period, he is liable to proceedings before the Labour Court.

In 1982, inspectors found 77,875 instances of non-compliance during their interventions, they suspended work in 769 instances and affixed seals, visible signs of a work stoppage, in 692 cases. Table 21 gives a detailed breakdown, by type of intervention, of the measures taken by inspectors in the course of their duties. During the year, the Commission issued 768 prior notices, 60% more than in 1981, and instituted four times as many legal proceedings.

Applications for Review

Any order or decision of an inspector is executory. However, a worker, an employer or a safety representative may apply to the regional chief inspector for a review of the decision or order if he feels it is not justified. During the year, regional chief inspectors received 176 such applications for review.

The Commission considers that the small proportion of reviews requested in relation to the number of decisions rendered by its inspectors confirms the quality of these decisions and the satisfaction of the parties.

Where one of the parties feels wronged by the regional chief inspector's decision on a review, it may appeal this decision to the Review Board of the Commission concerned with inspection, whose decisions shall be final and without appeal. During the year, the Review Board received 60 requests and rendered 43 decisions.

It should be noted that the Regulation respecting reviews related to inspections adopted by the Commission's Board of Directors at the end of 1981, came into force at the beginning of 1983 after being amended following recommendations of concerned parties. Among other things, this regulation sets the time periods for decisions concerning reviews and establishes the procedure for registering an application for review as well as for the hearing itself.

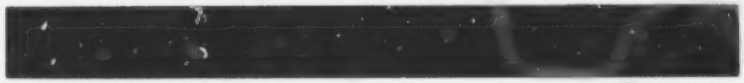
Analysis of Plans and Specifications

In order to ensure compliance with the Acts and regulations, the Commission studies plans and specifications sent to it by employers and points out to them, if need be, areas where corrections should be made, prior to the start of construction of an establishment or alterations to facilities or equipment.

In 1982, the regulations respecting the transmission of plans and specifications not yet being in force, employers submitted their plans and specifications to the Commission on a voluntary basis. The Commission received and studied 1,416 plans for temporary structures and facilities during the year. The number of plans for permanent structures sent to the Commission during the same period reached 599, of which 593 were studied and required correspondence with the establishments concerned.

Inspection Interventions

by type of intervention (1982)

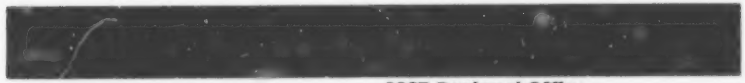


13

Type of Intervention	Files		Visits		
	Opened	Settled	Initial	Compliance	Total
Compliance inspections	11,806	11,367	11,064	24,132	35,196
Investigations following accidents	1,320	1,240	471	440	911
Interventions following complaints	3,601	3,262	2,499	2,652	5,151
Use of the right of refusal	253	233	240	140	380
Total	**16,980**	**16,102**	**14,274**	**27,364**	**41,638**

Inspection Interventions

by region (1982)



14

CSST Regional Office	Files Settled	Visits Made
Abitibi-Témiscamingue	617	1,491
Bas-Saint-Laurent-Gaspésie	530	1,563
Côte-Nord	295	687
Estrie	1,004	2,157
Île-de-Montréal	4,501	14,770
Laval-Laurentides	3,062	6,482
Longueuil	1,338	3,996
Mauricie-Bois-Francs	673	1,150
Nouveau-Québec	880	1,848
Outaouais	592	1,585
Québec	1,842	4,880
Saguenay-Lac-Saint-Jean	768	1,029
Total	**16,102**	**41,638**

15 Inspection Interventions

by sector (1982)

Sector of Economic Activity	Files Settled	Visits Made
Agriculture	42	45
Forestry	509	825
Hunting and fishing	2	4
Mines and quarries	597	1,014
Manufacturing industries	5,103	10,569
Buildings and public works	6,724	23,899
Transportation, communication and other public services	551	939
Trade	947	1,686
Finance, insurance and real estate	71	106
Social, cultural, business and personal services	863	1,368
Public administration	638	1,062
Unspecified or undefined sectors	55	121
Total	**16,102**	**41,638**

16 Compliance Inspections

by sector (1982)

Sector of Economic Activity	Initial Visits	Follow-up Visits	Instances of Non-Compliance
Agriculture	9	9	79
Forestry	357	345	1,807
Hunting and fishing	3	1	3
Mines and quarries	378	463	3,120
Manufacturing industries	3,387	4,852	25,001
Buildings and public works	5,413	16,957	32,470
Transportation, communication and other public services	299	275	1,232
Trade	691	546	2,107
Finance, insurance and real estate	21	28	572
Social, cultural, business and personal services	323	385	1,769
Public administration	146	232	983
Unspecified or undefined sectors	37	39	436
Total	**11,064**	**24,132**	**69,579**

Interventions Following Complaints and Investigations

by sector (1982)

17

Sector of Economic Activity	Complaints		Investigations	
	Files Settled	Visits Made	Files Settled	Visits Made
Agriculture	7	11	29	16
Forestry	27	50	109	66
Hunting and fishing	—	—	1	—
Mines and quarries	42	75	238	93
Manufacturing industries	1,019	1,767	489	370
Buildings and public works	772	1,353	120	159
Transportation, communication and other public services	174	247	96	82
Trade	281	406	42	35
Finance, insurance and real estate	48	52	7	5
Social, cultural, business and personal services	445	570	74	54
Public administration	422	578	32	28
Unspecified or undefined sectors	25	42	3	3
Total	**3,262**	**5,151**	**1,240**	**911**

18

Fatal Work Accidents

by economic sector (1982)

Sector of Economic Activity	Fatalities[1]
Agriculture	7
Forestry	10
Hunting and fishing	1
Mines and quarries	1
Manufacturing industries	27
Buildings and public works	24
Transportation, communication and other public services	17
Trade	6
Finance, insurance and real estate	1
Social, cultural, business and personal services	15
Public administration	10
Unspecified or undefined sectors	14
Total	**133**

1. No comparison can be made between these data, based on inspections following serious accidents that occurred during the year, and data compiled from claims that do not take into account the date of the accident or the beginning of the disease.

Interventions involving the Right of Refusal

by region (1982:

19

CSST Regional Office	Number of Interventions	Workers Concerned
Abitibi-Témiscamingue	7	12
Bas-Saint-Laurent-Gaspésie	2	8
Côte-Nord	7	15
Estrie	10	11
Île-de-Montréal	69	272
Laval-Laurentides	40	116
Longueuil	52	103
Mauricie-Bois-Francs	10	51
Nouveau-Québec	1	6
Outaouais	5	22
Québec	16	227
Saguenay-Lac-Saint-Jean	14	126
Total	**233**	**988**

Interventions Involving the Right of Refusal

by sector (1982)

20

Sector of Economic Activity	Number of Interventions	Workers Concerned
Agriculture	—	—
Forestry	2	—
Hunting and fishing	—	—
Mines and quarries	4	4
Manufacturing industries	123	430
Buildings and public works	16	39
Transportation, communication and other public services	16	74
Trade	9	20
Finance, insurance and real estate	—	—
Social, cultural, business and personal services	24	87
Public administration	39	315
Unspecified or undefined sectors	—	—
Total	**233**	**990**

Measures Taken by Inspectors in the Course of their Duties

by type of intervention (1982)

21

Type of Intervention	Instances of Non-Compliance	Work Stoppages	Seals Affixed	Review[1]	Prior Notices		Proceedings	
					Issued	Paid	Begun	Settled
Compliance inspections	69,579	647	534	76	609	273	296	98
Investigations following accidents	1,298	17	33	11	48	20	29	16
Interventions following complaints	6,687	91	110	50	107	25	40	28
Use of the right of refusal	311	14	15	39	4	2	1	1
Total	**77,875**	**769**	**692**	**176**	**768**	**320**	**366**	**143**

1. Requests for review of an inspector's decision by the regional chief inspector

Compensation

The improvement of services for injured workers, i.e. medical assistance, compensation and rehabilitation, is a priority for the Commission. Already, in order to draw closer to its clients and to speed up the processing of files, it has completely decentralized these services. In the last few years, all of the 310,746 requests for benefits received in 1982 were processed at its regional offices.

Via the administrative reorganization it has undertaken, the Commission is now aiming to further personalize these services. To do this, it has provided itself with better tools that will enable it to improve communications with its clients, simplify its administrative procedures and grant greater importance to those files which merit it, specifically those of workers for whom the consequences of an accident are most serious.

Administrative Reorganization and Implementation of New Data Processing Systems

Although decentralization has greatly improved services to injured workers, it also brought out some weaknesses in compensation-related operations at the Commission that made it difficult to process files in a manner always adapted to the needs of each worker.

In fact, despite the broadening of the Commission's mandates, changes to its structure and the increased number of claims processed, its compensation system had changed very little since being set up many years ago. Therefore, in order to adapt its operation to changes in its mandate and personalize its services to injured workers, the Commission has undertaken a complete reform of the system, which will enable it, among other things, to simplify its administrative procedures, better integrate its interventions and settle problems related to information availability.

To do this, the Commission will focus in coming years on the optimal utilization of data processing systems, and the use of VDTs as principal working tools. By progressively changing its methods, it aims to ensure the automated processing of a greater number of files, particularly those that do not necessitate human involvement, such as cases eligible for a medical assistance reimbursement but for which work was interrupted very briefly or not at all. The Commission foresees an expediting of its services, enabling its staff to spend more time on the files which merit it, for instance those of workers who have suffered serious injuries, who need rehabilitation therapy or who cannot return to their jobs.

During the past year, the Commission completed a preliminary study on the reform of its compensation system and designed functional architecture for the system planned. At the same time, it optimized certain parts of the current system for a short-term productivity increase. To this end, the following two subsystems were set up in 1982:

- **File follow-up**, an electronic agenda set up in six of its regional offices. This support tool for the planning of files will be the basic working tool in the new system. It will help improve services to clients by indicating to each employee the files that require intervention and a follow-up plus what action is to be taken, instead of maintaining operations based on cyclical file review.
- **Direct registration**, an operation which consists of authenticating data as soon as they are acquired on the VDT. Its implementation in the regional offices has accelerated the processing of initial files by 20% and saved at least 24 hours in the issuing of cheques to beneficiaries.

During the year, the Commission also developed a computerized word processing system that will facilitate the written communication of decisions to the individuals concerned.

The setting up of such tools is a preparatory step in the major administrative reorganization that will be required by the establishing of the concepts and methods of operation conveyed by the new compensation system. In order to establish the first phases of a general, detailed development of operations applicable to all regions, the Commission began a study of administrative operations in one regional compensation service in the fall of 1982. The Laval office was selected for this pilot project and some short-term solutions drawn from this analysis have already been implemented in that office. Among other things, technical services can now be distinguished from professional services during the processing of files, and a new process allows cases to be dispatched according to the type of services they necessitate. Working in a multidisciplinary team also allows various types of interventions to be integrated into a single compensation process.

Integration and Dissemination of Policies

At the same time that it began to reorganize the compensation system and administrative services for accident victims, the Commission began to assemble all its policies and programmes in this area in a Compensation Manual. Already accessible to the public in the Commission's documentation centres, this manual will also be available by subscription. By making its way of interpreting and applying the Act publicly known, the Commission draws closer to its clients and lets them check the validity of its decisions by using the same source of information as the personnel who makes them.

Presented to the Board of Directors in October 1982, the Compensation Manual compiles in one document all the policies and programmes formerly found in several compensation, medical assistance and rehabilitation manuals. Each policy and programme was revised, either to provide greater clarity or to bring them into line with the most recent interpretations. Some portions were even added or deleted to comply with current practice. It should be noted that the Board of Directors is empowered to amend these policies and programmes at any time.

Programme Evaluation

On another level, but still concerning the improvement of compensation services, the Commission set up a team during the year which was mandated to evaluate some existing programmes. This evaluation should allow objective data to be obtained concerning target groups, operations, and the effects and economic profitability of these programmes, so as to obtain a clear picture of them. Since all the programmes are administered by the regional offices, it goes without saying that the latter will always be closely involved in this evaluation process and in the search for solutions to any operational and productivity problems that may be found. The team responsible for this matter has already begun some studies, the first of which, on the Commission's regional employment banks, was almost complete at the end of the year.

At the same time, the Commission began a study on physiotherapy for accident victims. In 1982 alone, such treatments gave rise to disbursements of $65 million by the Commission. In view of the numerous measures it has taken during the last five years to make physical medicine available to its target groups, as well as the large amount of money it has invested therein, the Commission examined the real contribution of this type of treatment to the recovery and rehabilitation of accident victims.

As it was aware of discrepancies in the number and length of physiotherapy treatments in some regions, the Management Committee began to redefine the Commission's general position on physical medicine in June 1982, while identifying the persons involved and specifying their responsibilities.

A few months later, a group of medical specialists under the chairmanship of Dr. Jacques Duranceau presented it with a report on the overall situation and suggested certain eligibility criteria. This report, which dealt particularly with diseases of the locomotor system, will serve as a starting point for a series of administrative measures to be implemented progressively in 1983. As for spinal problems, which make up 23% of the claims for benefits by accident victims, they will be the subject of another mandate granted, this time, to the *Institut de recherche en sante et en securite du travail*.

Accident Notices and Claims Processed

During the year, 310,746 work accidents, occupational diseases or deaths were reported to the Commission. These reports were made pursuant to the Workmen's Compensation Act, the Act respecting indemnities for victims of silicosis in mines and quarries or the Federal Government Employees' Compensation Act.

Compared with the previous year, the number of accidents or diseases reported in 1982 represents a decrease of approximately 12%. The Commission believes it is still too early to attribute this decrease to the prevention methods established under the Act respecting occupational health and safety, but explains it by a marked decrease in the level of economic activity reflected in the number of hours worked. A significant indication of this decrease can be seen in wage trends reported by the employers during the year: the total payroll was lower than the predictions the Commission made when determining assessments, especially in high-risk sectors.

The files opened as a result of accident or occupational disease reports are classified according to the category of benefits to which the beneficiaries are presumed to be entitled. This classification may be altered, however, according to the development of the file, or the claim may be deemed inadmissible, as happened in about 5,000 cases during the year. Most of these cases were rejected because the Commission determined that a work accident had not taken place or because the victim was not covered under the Act.

On December 31, 1982, of the 310,746 files opened during the year, 45% were classified as cases needing medical assistance only, while 53% involved injuries which also justified indemnities for temporary or permanent disability. The breakdown, by category, of benefit requests received in 1982 appears in Table 22. A decrease of about 20% in requests for benefits as a result of death or occupational diseases can be seen. According to the Commission's data, deafness and dermatosis were by far the most often cited diseases in the opening of files, for 34.6% and 16.3% of all cases respectively. These are followed by intoxications, diseases of the musculo-skeletal system, pneumoconiosis, infections diseases and respiratory allergies.

After the decentralization of compensation activities was completed, the opening and processing of all files was done in the regions in 1982. Four regional offices alone — Montréal, Longueuil, Laval-Laurentides and Québec City — received over two-thirds of all benefit claims (see Table 23).

If the occupational injuries reported during the year are broken down according to sector of economic activity, it is not surprising to find that the two sectors containing more than 60% of the workers — the manufacturing sector and the social, cultural, business and personal services sector — registered, although in a lesser proportion, the greatest number of occupational injuries (Table 24). The incidence of accidents and occupational diseases, averaging 16 per group of 100 workers in 1982, surpassed 20 in four sectors: forestry, mines and quarries, buildings and public works, and manufacturing industries.

In addition to claims for benefits relating to occupational injuries, the Commission received 3,915 requests for benefits pursuant to the Act respecting occupational health and safety in 1982 with regard to the exercising of the right to protective re-assignment of the pregnant or breast-feeding worker. It also continued to process claims under the Crime Victims Compensation Act and the Act to promote good citizenship.

Evaluation of Costs for Injuries Occurring in 1982

The Commission estimates that the occupational injuries that occurred in 1982 cost $570.3 million. Since a substantial portion of the disbursements for these injuries are paid out after the end of the financial year, sometimes even several years later, the Commission has to rely on specific evaluation techniques in order to calculate them. This evaluation, like the one used for employer assessments, is an actuarial valuation.

It takes into account various factors such as wage increases, price increases and changes to the compensation system.

It should be noted that these costs do not apply to all injuries reported to the Commission, but exclusively to those involving workers whose employers were required to contribute to the Accident Fund. Approximately thirty employers, including Canadian National, Canadian Pacific and Air Canada, assume the payment of benefits in case of accidents themselves. Table 25 shows the breakdown of benefit claims registered in 1982 by employer status.

In estimating the cost of accidents in 1982, the Commission took into account all its compensation programmes, except the programme evaluating inability to resume work. Thus, the cost includes:

- Payment of medical and rehabilitation costs related to work accidents or occupational diseases and the consequences of such accidents or diseases;
- Payment of benefits to compensate for a loss of wages until recovery or stabilization of the injury;
- Payment of a life pension or a lump sum to beneficiaries who, on returning to work or at the end of a rehabilitation programme, are left with a permanent disability as a result of their injury;
- Payment of pensions to dependent persons of workers who died as a result of an occupational injury and the payment of certain costs and special allowances at the time of death.

According to the Commission's calculations, 47% of the costs related to work accidents in 1982 will be for benefits for temporary work stoppages, 33% for pensions and lump-sum payments for permanent disability, 16% for medical assistance and rehabilitation costs and 4% for allowances and pensions to dependent persons in case of death.

As can be seen in Table 26, the Commission estimates that, despite the decreased number of accidents in 1982, their cost will be approximately 9% higher than the cost of accidents reported the previous year. This increase is, to a large degree, attributed by the Commission to price and wage increases which directly affect the benefits paid to accident victims, all the more so since the maximum assessable amount is adjusted annually and pensions are indexed. A study of the seriousness of the injuries that occurred in 1981 and 1982 according to the number of days of work stoppage involved, shows that the decrease in benefit claims during the year will not have an effect on overall costs since this decrease primarily concerns the smallest claims. Although injuries necessitating a work stoppage of less than five days decreased by 18%, those involving a disability lasting longer than 21 days only decreased by 5% and continued to incur very high costs.

Part of these costs has already been paid though employer assessments during the year, the other costs will be covered by the Accident Fund as they arise.

Disbursements During the Financial Year

Disbursements during the financial year — all the benefits paid by the Commission in 1982, both for cases reported during the year and for injuries suffered one or more years earlier — amounted to $569 7 million As has already been mentioned, these disbursements only involve employers who are required to contribute to the Accident Fund

More than half of the compensation disbursements in 1982 involved the payment of benefits for temporary disability or rehabilitation Disbursements for permanent disability represented 27 7% of the total and medical assistance, 15% A breakdown of these disbursements by category appears in Table 27

When the 1982 disbursements are compared to those of the previous year, it can be seen that there was a 33% increase At first glance, this increase seems difficult to reconcile with the decrease in accident reports registered during the year However, it is explained by certain factors, namely the portion of disbursements for accidents in previous years and the growth of new programmes

Thus, on the one hand, the Commission estimates that in 1982 barely 28% of its disbursements for compensation were related to accidents reported during that year, while this proportion was 34% the previous year On the other hand, an analysis of the disbursement categories that increased the most shows them to be related primarily to new programmes

- Rehabilitation programmes established as of April 1, 1980 and which underwent rapid growth until 1982,
- Protective re-assignment of the pregnant or breast-feeding worker, in force since January 1, 1981,
- Special programme for capital payments to beneficiaries of life pensions, started at the end of 1981

Medical Assistance

The Workmen's Compensation Act determines the rights of beneficiaries of the various compensation plans administered by the Commission in matters of medical assistance Depending on the case, this assistance includes hospitalization, medical care, orthopedic devices and medication, sometimes transportation costs and living expenses resulting from appearances before the Commission are added to medical assistance

In 1982, medical assistance accounted for 15% of the Commission's compensation disbursements, for a total of $85 4 million Table 28 gives a breakdown of these disbursements The major portion of costs was for hospital care (60%) while 18% went to the health professionals It should be noted that a new fee schedule for medical specialists, except psychiatrists, was drawn up during the year Effective January 1, 1983, this schedule is not the subject of an agreement *per se*, but rather of a statement of intentions on the part of the Commission, to which the *Fédération des médecins spécialistes du Québec* has agreed

In addition to direct medical assistance, which pays for necessary medical care, the Commission ensures services covering evaluations and expert opinions throughout the entire compensation process The Commission's medical evaluations are carried out at the regional level when resources are available there, whenever possible, the medical specialist making an evaluation is the personal physician of the worker, or a member of his hospital service The medical evaluation services at Complexe Desjardins in Montréal and at the head office in Québec City serve their respective regions, while giving necessary support to other regions where professional resources are fewer or not available in some specialized fields In this way, the Complexe Desjardins medical evaluation service serves the regional offices of Ile-de-Montréal, Longueuil and Laval-Laurentides

In 1982, of the 24,741 examinations carried out by the medical evaluation services of Montréal and Québec City, 20,857 were performed by medical specialists in the offices of the Commmission and 3,884 in private offices. It should be pointed out that these medical specialists are not employed by the Commission, but are paid per medical procedure.

The pneumology service reports that 1,041 workers underwent a medical examination during the year by one of the four pneumoconiosis commmittees established by the Commission, a third of the cases were preliminary evaluations. Pathologists mandated by the Commission conducted 97 histopathological studies either to establish a relationship between a worker's death and his former job or to render a decision on whether a pneumoconiosis or another occupational pneumopathy was present or not. During this period, 85 workers were found to have asbestosis and 97, silicosis. The Commission also established a direct link between asbestosis and lung cancer in the case of 16 workers, and found 10 cases of mesothelioma.

On another level, the Commission's medical services continued to issue medical certificates to mine and quarry workers required by decree to present such certificates to their employer. The enforcement of this decree, that had been regionalized in 1982, will now be up to hospital centres with a community health department (CH-DSC). During the period covered, 57 workers with asbestosis or silicosis in the mines and quarries sector had their work certificates withdrawn.

During the past year, the Commission paid special attention to developing and revising medical policies applicable during the compensation process. Approximately forty medical policies have been compiled to form the new Compensation Manual. They deal with, among other things, occupational diseases and rates of impairment.

Indemnities for Temporary Total Disability

Along with this medical assistance, the Commission is mandated to compensate victims of occupational injuries while they are waiting to resume their work or for the time it takes to adapt to another appropriate occupation. This compensation corresponds to 90% of the worker's net wages at the time of his accident, up to a maximum insurable wage which is adjusted each year. From January 1 to December 31, 1982, this insurable maximum was set at $26,000, or 11% higher than the previous year; its annual adjustment is calculated on the basis of the average salary of Québec workers plus 50%. It should be noted that the Commission produced new tables during the year that will make it easier for employers to calculate the benefits they themselves must pay to injured workers for the first five working days off work. The tables give the exact amounts corresponding to 90% of the weighted net income for the different income brackets, calculated on annual, weekly and daily bases. Using them enables employers to avoid discrepancies between the amounts they pay to injured workers for the first five days of their disability and the amount of reimbursement they receive from the Commission based on its computerized calculations.

The benefits paid in 1982 for temporary total disability and rehabilitation constituted the largest part (51%) of the Commission's compensation disbursements.

The files opened following occupational injuries during the year showed that such injuries involved a work stoppage beyond the day of the accident or the recognized beginning of the disease in 54.4% of the cases, slightly lower than the previous year. The average length of temporary total disability seems, however, to have increased in 1982, work stoppages exceeded 15 days in 27% of the cases, compared to 24% in 1981 (see Table 29).

Social Rehabilitation

During the compensation process, the Commission offers its beneficiaries programmes designed to help them recover and return to the labour force, as well as to obtain living conditions comparable to those they had before the accident. To this end, it pays them indemnities of up to 90% of their weighted net income and assumes the costs related to rehabilitation treatments.

In 1982, indemnities and rehabilitation costs almost doubled over the previous year. This overall increase is attributable more to the growth of new programmes in 1981, especially programmes to facilitate the return to work, employer subsidies, adaptation of the living environment and personal assistance, than to their development in 1982. The breakdown of disbursements for rehabilitation costs appears in Table 30.

It is important to note that the Commission concluded an agreement in September 1982 with the Canada Employment and Immigration Commission whereby any worker undergoing rehabilitation can exercise his right to employment and training programmes and unemployment insurance benefits to which he had not previously been entitled. Workers will thus continue to receive the same benefits, but divided between two sources. The amounts recovered by the Commission through this agreement will be used to develop rehabilitation programmes in areas where it has sole jurisdiction, especially to promote the resumption of work. By enabling the rationalization of the rehabilitation services of two public bodies, this agreement represents a gain for both workers and employers.

Some 28 000 beneficiaries were seen by the Commission's rehabilitation specialists in 1982. Table 31 gives an analysis of rehabilitation files in each of the regional offices. Despite the difficult conditions on the labour market and decreased economic activity, approximately two thirds of the workers involved in rehabilitation programmes later returned to the job they held before their accident or to another appropriate job. The others obtained professional services for psycho-social and occupational rehabilitation and financial support within the framework of personalized rehabilitation treatments.

Personalized rehabilitation treatments may include participation in one or more of the following programmes:

- **Job support**: payment of indemnities during training and job search periods, financial assistance to compensate for lower wages owing to the loss of ability (economic stabilization), subsidies to employers to promote hiring or on-the-job training, training allowances, equipment purchases, capital payment to purchase or consolidate a business (Table 32),
- **Psycho-social support:** payment of indemnities during the psycho-social treatment period, payment of professional services (Table 33),
- **Income support and environment adaptation**: financial assistance to enable workers to maintain living conditions comparable to their pre-accident situation (social stabilization), for residential adaptation and other expenses (Table 34).

The financial assistance provided by the Commission for rehabilitation, be it in the form of indemnities, subsidies or purchase of services and equipment, is established in accordance with the worker's needs in this regard and his degree of participation in the various programmes. This is an important aspect of the Commission's rehabilitation process.

In support while looking for a job, for example, the Commission's financial assistance is intended to support the worker who has established a programme and is trying to carry it out. In some regional offices of the Commission, learning the dynamic employment method is an obligatory part of this programme. In Québec City, an agreement was concluded whereby the school board agreed to provide one-month courses on dynamic job search techniques for injured workers. It is estimated that at least 80% of the workers who took this course found a job.

Personalized programmes are another example of the Commission's rehabilitation philosophy; since 1980, they have enabled more than 100 workers, seriously disabled as a result of an occupational accident, to start up cottage industries adapted to their abilities and aspirations. The support provided by the Commission here is financial so as to enable the beneficiary to modify his living conditions and create his own job. After psychological analyses to establish the worker's aspirations and potential, and studies on his management abilities and the project's profitability, the Commission makes commitments to such projects. Thus, to a larger degree and at a lower cost, the injured worker can be returned to autonomy.

The Commission's rehabilitation programmes have sustained much interest outside Québec. At the International Labour Office convention in Geneva in 1982 held to review its recommendation No. 99 adopted in 1955 on vocational adaptation and rehabilitation of the disabled, it was found that not only has the Commission applied the entire recommendation in Québec, but its rehabilitation programmes already exceed the proposed instrument. The Commission, represented in the Canadian delegation to the convention, will publish a brief in 1983 on Québec's position regarding rehabilitation in relation to international legislation.

Indemnities for Permanent Disability or Death

Once their injuries are healed or stabilized or, as the case may be, when their rehabilitation treatment is over, beneficiaries of the Workmen's Compensation Act whose abilities remain permanently diminished are granted a pension for life. The amount of this pension is set by the Commission according to the percentage of disability of the worker, based on 90% of his net income up to the maximum insurable amount.

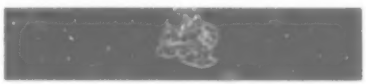
When determining pensions, the Commission takes into account all the factors affecting the working ability of the beneficiary and his fitness to resume his former job or adapt to another. Its calculations are based on the physical impairment rate of the beneficiary and on his rate of inability to return to work.

It should be remembered that asbestosis or silicosis victims benefit from a special plan based on income replacement and a lump-sum payment calculated according to their rate of physical disability. As for the pensions granted to the dependent persons of a worker who died following a work accident, they represent, according to the number of dependants, between 55% and 80% of the indemnities to which the worker would have been entitled had he survived and been completely unable to earn his full wages.

In 1982, the Commission granted pensions for permanent total or partial disability to 12,577 workers under the Workmen's Compensation Act. Table 35 gives a breakdown of these pensions by the rates of disability set by the Commission. It should be noted that the Commission sometimes makes total or partial payments or capital payments when it deems it more useful for the worker to receive the capitalized value of the pension to which he is entitled. Capital payments are automatic when the monthly pension payment is lower than a certain amount, set in the Act and indexed at $80.71 for 1982.

The Commission continued the special capital payment programme it began the previous year. Those eligible for this programme were beneficiaries whose monthly pension payment was between $80.71 and $125 and whose financial autonomy was assured without this pension. In 1982, the Commission processed some 5,500 files as part of this programme; 3,047 beneficiaries accepted its offer and the replacement of the pension by a capital payment. The Commission paid out more than $23 million in this project, or an average of $7,639 per person.

Taking into account the new pensions granted during the year and the capital payments for pensions being paid, the number of beneficiaries receiving a pension from the Commission under the Workmen's Compensation Act or the Act respecting indemnities for victims of asbestosis or silicosis was 41,239 on December 31, 1982, 3.6% lower than on the same date the previous year. As shown in Table 36, injured workers or those suffering from occupational diseases accounted for 84.5% of these beneficiaries while dependents of deceased workers made up 15.5%. In Tables 37 and 38, a breakdown is given for workers in the first group according to their permanent disability rate and their age.



Indemnities Following Protective Re-Assignment of the Pregnant or Breast-Feeding Worker

Until 1981, the compensation mandate of the Commission only covered victims of occupational injuries or injuries resulting from crimes or acts of good citizenship. It has since widened to include indemnities for pregnant workers who justifiedly exercised their right to protective re-assignment and who cannot be assigned to other tasks. In force since January 1981, this right is recognized by the Act respecting occupational health and safety for the pregnant or breast-feeding worker whose working conditions constitute a danger to her or to the unborn child.

During 1982, the Commission received 3,915 applications for benefits related to the exercising of the right to protective re-assignment by pregnant or breast-feeding workers, three times more than in 1981 when this new right was still little known.

A breakdown of these claims by region and by sector appears in Tables 39 and 40. The total indemnities paid for this reason quadrupled to $10.6 million. It should be mentioned that the Commission draws these indemnities from a special fund to which all employers contribute. The indemnities are entered in the financial statement under the heading "Temporary Disability".

The number of indemnities paid in 1982, as much as their amount, makes the protective re-assignment of the pregnant worker one of the fastest-growing compensation programmes. During the year, the Commission paid special attention to drawing up a compensation policy specific to the exercising of this right, whose adoption allowed for better defining of the roles of the various intervenors and helped direct efforts toward a better understanding of job stations.

The essential procedure of the Commission is to ensure, before any decision is made on a benefit claim, that the risk related to the job cannot be eliminated and that the re-assignment of the worker, the central issue of the programme, cannot be carried out.

Indemnities for Victims of Crimes or Acts of Good Citizenship

During 1982, the Commission continued to administer the compensation plans provided in the Crime Victims Compensation Act and the Act to promote good citizenship. The benefits payable to the beneficiaries of these Acts and the services for which they are eligible are the same, with a few exceptions, as those provided in the Workmen's Compensation Act. However, the costs incurred by the administration of these two Acts are not charged to the Commission's Accident Fund, but are paid from the consolidated revenue fund and credits voted by the *ministère de la Justice*.

In 1982, the Commission received 1,619 compensation claims from crime victims, of which 1,490 were for injuries and 129 followed the death of the victim. At the end of the year, the Commission had ruled on 1,220 of these files; 870 claims were allowed and 350 rejected. During the same period, 30 people made claims under the Act to promote good citizenship, of which 28 were for injuries and 2 followed the death of the rescuer. Decisions were made on 27 of these files; 9 were allowed and 18 rejected.

At the beginning of 1982, all activities tied to the compensation of crime victims or victims of acts of good citizenship were concentrated in Québec City and Montréal, which respectively served the eastern and western parts of the province. Since March, however, the Commission has been decentralizing some of the activities of this service in order to be closer to its clients. It is thus that compensation, medical evaluation and rehabilitation are now administered from the twelve regional offices of the Commission, although assessments of the admissibility of benefit claims continue to be made in its Québec City and Montréal offices.

The Commission's crime compensation service subsidized, in 1982, together with the federal Department of Justice, a study taking stock of the situation during the first eight years of the plan in order to improve its efficiency. Entitled *"L'indemnisation des victimes d'actes criminels: une évaluation du service québécois,"* this study describes the clients, programmes and operation of the service and evaluates the results obtained. Its authors relied principally on interviews with the plan's beneficiaries to learn their expectations, needs and opinions. It is the first time such an evaluation has been made of the Québec plan and this step is directly in line with the current trend of interest in crime victims. (The English version of this report, to be produced by the federal government, is not yet available.)

Applications for Review

Any worker or employer who feels he has been wronged by a decision of the Commission concerning compensation may apply for a review. In order to hear such appeals, the Commission had, at the beginning of the year, six Review Boards, located in Chicoutimi, Laval, Longueuil, Montréal, Québec City and Rimouski. In 1982, these Review Boards received 5,484 applications for review; a total of 5,896 files, many of which had been opened in 1981, were settled during the year.

These applications for review dealt mainly with the application of sections of the Workmen's Compensation Act. The establishing of a permanent disability rate and eligibility for compensation made up 40% and 32% respectively of these appeals. The Review Boards upheld the original decisions in 62.6% of the cases and changed them in 37.3% of the cases.

Compensation appeals are settled in the last instance by the *Commission des affaires sociales*. At the end of the year, 3,695 files were awaiting final appeals. In 1982, the latter rendered 783 decisions: it upheld the Commission's decision in 423 cases and reversed it in the other 360 cases.

At the end of the year, the Commision established a new re-evalution process, for which the Board of Directors delegated some powers to civil servants. The review units in the twelve regional offices from now on have the power to examine and hear any matter relating to compensation, medical assistance or rehabilitation. The new mechanisms instituted will make it easier to obtain information, facilitate communication between parties, and give greater flexibility and a personal touch to the former review processes.

Reform of the Compensation Plan for Occupational Injuries

Parallel to its current compensation activities, in 1982, the Commission continued to work on a draft bill to reform the compensation plan now in force. At the request of Pierre Marois, then minister responsible for the enforcement of the Workmen's Compensation Act, the Commission began this project several years ago using basic principles that the government had clearly defined in its White Paper on occupational health and safety, i.e. coordinating existing compensation plans and granting priority to income replacement and rehabilitation. A third version of the draft bill was submitted to the *Conseil consultatif du travail et de la main-d'oeuvre* (advisory council on labour and the work force) in October 1982.

Claims Following Occupational Injuries

by category (1981-1982)

22

Category of File	Claims in 1981		Claims in 1982	
	Number	%	Number	%
Medical assistance only	152,626	43.0	141,080	45.4
Permanent or temporary disability	196,493	55.4	165,316	53.2
Occupational diseases	5,255	1.5	4,161	1.3
Deaths[1]	232	0.1	189	0.1
Total	**354,606**	**100.0**	**310,746**	**100.0**

1. Number of files submitted to the Commission during the year. For several of these files, no decision had been made at the end of the year as to their eligibility; a certain percentage will be refused by the Commission because the death is not work-related. It should be noted that no comparison can be made between these data, based on claims which do not take into account the date of the accident or the start of the disease, and those based on inspections carried out following serious accidents during the year.

Claims Following Occupational Injuries

by region (1982)

23

CSST Regional Office[1]	Number of Claims	%
Abitibi-Témiscamingue	8,263	2.6
Bas-Saint-Laurent-Gaspésie	8,465	2.7
Côte-Nord	4,710	1.5
Estrie	12,328	4.0
Ile-de-Montréal	77,587	25.0
Laval-Laurentides	40,905	13.2
Longueuil	50,540	16.2
Mauricie-Bois-Francs	15,202	4.9
Outaouais	8,213	2.6
Québec	37,120	11.9
Saguenay-Lac-Saint-Jean	13,277	4.3
Indetermined[2]	34,136	11.0
Total	**310,746**	**100.0**

1. Region where the file was opened. Note that in 1982, files concerning workers in the Nouveau-Québec region were opened in their region of residence.

2. Claims for medical assistance only for which the file was closed and microfilmed during the year.

Claims Following Occupational Injuries[1]

by sector (1982)

24

Sector of Economic Activity	Number of Claims	%
Agriculture	3,069	1.0
Forestry	7,219	2.4
Hunting and fishing	116	—
Mines and quarries	6,355	2.1
Manufacturing industries	107,100	36.0
Building and public works	20,852	7.0
Transportation, communication and other public services	20,133	6.7
Trade	37,162	12.5
Finance, insurance and real estate	2,687	0.9
Social, cultural, business and personal services	59,657	20.0
Public administration	19,636	6.6
Unspecified or undefined sectors	14,209	4.8
Total	**298,195[1]**	**100.00**

1.
This table only includes claims by workers whose employers must contribute to the Accident Fund, the other data not being available (see Table 25).

Claims Following Occupational Injuries

by employer status (1982)

25

Employer Status	Number of Claims	%
Employers contributing to the Accident Fund	298,195	95.9
Employers personally liable for benefits	5,187	1.7
Federal government and its agencies	7,364	2.4
Total	**310,746**	**100.0**

Estimated Cost of Claims Received During the Year[1]

by category (1981-1982)

26

Category	1981 ($000)	1982 ($000)
Medical assistance and rehabilitation costs	86,553	91,232
Temporary disability[2]	241,239	268,317
Permanent disability[2]	162,987	182,299
Deaths	27,544	22,901
Claims under the Act respecting indemnities for victims of asbestosis or silicosis	5,259	5,533
Total cost of occupational injuries	**523,582**	**570,282**
Cost of protective re-assignment of the pregnant or breast-feeding worker[3]	3,344	13,826
Total	**526,926**	**584,108**

1. Under the Workmen's Compensation Act, the Act respecting indemnities for victims of asbestosis or silicosis in mines and quarries and the Act respecting occupational health and safety.
2. Not including expenses of the programme evaluating the inability to resume work.
3. Included under "Temporary Disability" in the financial statement.

Compensation Payments for the Fiscal Year[1]

by category (1981-1982)

27

Category	1981 ($000)	1982 ($000)
Medical assistance costs	74,710	85,415
Rehabilitation costs	3,181	6,230
Temporary disability during recovery or consolidation period	218,725	247,093
Rehabilitation indemnities		
• during rehabilitation period	14,714	31,682
• for economic or social stabilization	8,495	12,073
Permanent disability		
• capital payments	32,208	74,976
• pensions	63,260	77,736
Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries		
• lump-sum payments	453	214
• supplementary indemnities	4,357	5,136
Death		
• funeral expenses	165	139
• special allowances	111	106
• pensions to dependent persons	18,256	21,359
Miscellaneous credits	(5,168)	(3,092)
Protective re-assignment of the pregnant or breast-feeding worker	2,638	10,584
Total	**436,105**	**569,651**

1. For the administration of the Workmen's Compensation Act, the Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries, and the Act respecting occupational health and safety, without regard to the year in which the initial claim was made.

28 Medical Assistance Expenditures

by category (1981-1982)

Type of Expenditure	1981 ($000)	1982 ($000)
Hospital care	46,970	51,610
Health professionals	14,970	15,696
Transportation and lodging	6,047	8,719
Prostheses and orthopedic devices	2,671	3,472
Medication and other pharmaceutical products	1,086	1,370
Others costs	3,400	4,727
Reimbursements from third parties	(432)	(180)
Total	**74,712**	**85,415**

29 Claims Following Occupational Injuries[1]

by number of days work was interrupted (1981-1982)

Number of Days of Indemnities	1981 Number of Cases	1981 %	1982 Number of Cases	1982 %
None	146,767	43.1	136,196	45.6
1 — 5	86,848	25.5	70,675	23.7
6 — 10	33,183	9.7	28,107	9.4
11 — 15	15,288	4.5	13,032	4.4
16 — 20	8,293	2.4	7,329	2.5
Over 21	35,915	10.6	34,027	11.4
Undetermined[2]	14,122	4.1	8,829	3.0
Total[3]	**340,416**	**100.0**	**298,195**	**100.0**

1. Since the files opened in 1982 were not all settled during the year, the data appearing in this Table are subject to change. Based on the experience of previous years, however, the percentages shown here are not expected to change significantly.

2. Files classified under temporary disability, but for which the data on the number of days off work are incomplete. Usually the period of absence is very brief or involves a request later deemed inadmissible; also included are cases of death and occupational diseases for which no days were lost.

3. Includes only claims from workers whose employers are required to contribute to the Accident Fund, other data not being available (cf. Table 25).

Rehabilitation Expenditures[1]

by category (1981-1982)

30

Type of Expenditure	1981 ($000)	1982 ($000)
Training allowance	545	1,149
Residential adaptation	381	357
Vehicle adaptation	92	55
Job adaptation	208	408
Subsidies to employers for adaptation purposes	838	1,339
Subsidies to employers for training purposes	777	2,033
Mobility	54	42
Transportation	189	436
Professional services	95	411
Total	**3 179**	**6 230**

1. Included under "Medical Assistance" in the Financial Statement

Files Processed for Social Rehabilitation

by region (1982)

31

CSST Regional Office	Files Pending, January 1st	Files Opened in 1982	Cases Settled in 1982	Files Pending at the End of December
Abitibi-Témiscamingue	599	706	691	614
Bas-Saint-Laurent-Gaspésie	851	1,188	1,101	938
Côte-Nord	147	522	517	152
Estrie	377	915	1,023	269
Ile-de-Montréal	2,666	4,368	4,209	2,825
Laval-Laurentides	1,749	2,588	2,901	1,436
Longueuil	1,557	2,023	2,138	1,442
Mauricie-Bois-Francs	613	1,437	1,673	377
Outaouais	406	427	615	218
Québec	1,256	2,074	2,426	904
Saguenay-Lac-Saint-Jean	558	1,263	1,405	416
Total	**10,779**	**17,911**	**18,699**	**9,591**

Beneficiaries of Job Support Programmes

by region (1982)

32

CEIT Regional Office	Job Search or Training Benefits	Economic Stabilization	Hiring Subsidies for Employers	Training Subsidies for Employers	Training Allowances	Equipment Purchases	Capital Outlays to Purchase or Consolidate a Business
Abitibi-Témiscamingue	561	147	22	16	154	14	3
Bas-Saint-Laurent-Gaspésie	724	168	17	—	179	14	5
Côte-Nord	120	41	12	1	14	4	1
Estrie	327	62	22	17	71	2	—
Ile-de-Montréal	2,288	372	81	64	324	38	5
Laval-Laurentides	1,381	480	103	40	94	18	2
Longueuil	1,207	313	37	68	190	16	4
Mauricie-Bois-Francs	262	106	10	3	113	8	—
Outaouais	460	232	24	22	90	6	1
Québec	724	175	75	39	49	36	1
Saguenay-Lac-Saint-Jean	427	60	10	17	105	9	3
Total	**8,481**	**2,156**	**413**	**287**	**1,383**	**165**	**25**

Beneficiaries of Psycho-Social Programmes

by region (1982)

CSST Regional Office	Indemnities during Psycho-Social Treatment	Professional Services
Abitibi-Témiscamingue	119	22
Bas-Saint-Laurent-Gaspésie	336	30
Côte-Nord	116	4
Estrie	191	38
Ile-de-Montréal	1,875	407
Laval-Laurentides	650	116
Longueuil	760	52
Mauricie-Bois-Francs	105	19
Outaouais	231	23
Québec	221	5
Saguenay-Lac-Saint-Jean	135	17
Total	**4,750**	**733**

34 Beneficiaries of Income Support and Environment Adaptation Programmes

by region (1982)

CSST Regional Office	Social Stabilization	Residential Adaptation	Other Expenses
Abitibi-Témiscamingue	70	4	103
Bas-Saint-Laurent-Gaspésie	61	10	82
Côte-Nord	11	3	42
Estrie	98	—	62
Ile-de-Montréal	224	14	66
Laval-Laurentides	214	11	137
Longueuil	247	33	179
Mauricie-Bois-Francs	48	12	38
Outaouais	47	8	29
Québec	98	5	125
Saguenay-Lac-Saint-Jean	63	5	55
Total	**1,181**	**105**	**918**

35 Pensions Granted to Injured Workers in 1982[1]

by rate of permanent disability

Rate of Permanent Disability	Number of Beneficiaries	%
Less than 5%	7,531	59.9
5.0 to 9.9%	2,528	20.1
10.0 to 24.9%	1,613	12.8
25.0 to 49.9%	262	2.1
50.0% and more	103	0.8
Undetermined	540	4.3
Total	**12,577**	**100.0**

1. Under the Workmen's Compensation Act.

Pensions in Force on December 31, 1982[1]

by category of beneficiary

36

Category of Beneficiary	December 31, 1981		December, 31 1982	
	Number	%	Number	%
Workmen's Compensation Act				
Work Accidents	32,912	76 9	30,681	74 4
Occupational diseases	2,198	5 1	2,969	7 2
Act respecting indemnities for victims of asbestosis and silicosis	1,227	2 9	1,195	2 9
Subtotal	**36,337**	**84.9**	**34,845**	**84.5**
Widows	3,745	8 8	3,848	9 3
Minors or students	2,623	6 1	2,472	6 0
Dependent invalids	75	0 2	74	0 2
Subtotal	**6,443**	**15.1**	**6,394**	**15.5**
Total	**42,780**	**100.0**	**41,239**	**100.0**

1. Under the Workmen's Compensation Act and the Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries

37 Pensions in Force on December 31, 1982[1]

by rate of permanent disability

Rate of Permanent Disability	Number of Beneficiaries	%
10% or less	10,422	29.9
10.1 — 15.0%	8,569	24.6
15.1 — 20.0%	5,785	16.6
20.1 — 30.0%	4,172	12.0
30.1 — 50.0%	2,694	7.7
50.1 — 99.9%	1,039	3.0
100%	1,336	3.8
Undetermined	828	2.4
Total	**34,845**	**100.0**

1. Under the Workmen's Compensation Act and the Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries, does not include dependent persons

2. Workers receiving a temporary pension until their disability rate is definitely determined

38 Pensions in Force on December 31, 1982[1]

by age of beneficiary

Age	Number	%
20 or less	654	1.9
21 — 30	3,264	9.4
31 — 40	5,649	16.2
41 — 50	7,266	20.8
51 — 60	9,288	26.7
61 — 70	6,407	18.4
71 — 80	1,960	5.6
81 — 90	324	0,9
91 and over	26	0,1
Unknown	7	0,0
Total	**34,845**	**100.0**

1. Under the Workmen's Compensation Act and the Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries, does not include dependent persons

Claims for Benefits Related to Protective Re-Assignment of the Pregnant or Breast-Feeding Worker[1]

by region (1981-1982)

39

CSST Regional Office	1981 Number	1981 %	1982 Number	1982 %
Abitibi-Témiscamingue	29	2.3	137	3.5
Bas-Saint-Laurent-Gaspésie	23	1.8	112	2.9
Côte-Nord	25	2.0	82	2.1
Estrie	91	7.2	268	6.8
Ile-de-Montréal	362	28.8	1 070	27.3
Laval-Laurentides	177	14.1	394	10.1
Longueuil	246	19.5	620	15.8
Mauricie-Bois-Francs	98	7.8	222	5.7
Outaouais	30	2.4	139	3.6
Québec	140	11.1	585	14.9
Saguenay-Lac-Saint-Jean	38	3.0	279	7.1
Undetermined	—	—	7	0.2
Total	**1 259**	**100.0**	**3,915**	**100.0**

1. Under the Act respecting occupational health and safety.

40

Claims for Benefits Related to Protective Re-Assignment of the Pregnant or Breast-Feeding Worker[1]

by sector (1982)

Sector of Economic Activity	Number of Claims	%
Agriculture	31	0.8
Forestry	4	0.1
Mines and quarries	4	0.1
Manufacturing industries	938	24.0
Buildings and public works	10	0.3
Transportation, communication and other public services	86	2.2
Trade	568	14.5
Finance, insurance and real estate	190	4.8
Social, cultural, business and personal services	1,916	48.9
Public administration	69	1.8
Unspecified or undefined sectors	99	2.5
Total	**3,915**	**100.0**

1. Under the Act respecting occupational health and safety.

Claims for Indemnities Under the Crime Victims Compensation Act and the Act to Promote Good Citizenship

by region (1982)

41

CSST Regional Office	Crime Victims	Good Citizenship Actions	Total	%
Abitibi-Témiscamingue	50	1	51	3.1
Bas-Saint-Laurent-Gaspésie	41	1	42	2.5
Côte-Nord	21	1	22	1.3
Estrie	45	—	45	2.7
Ile-de-Montréal	695	4	699	42.4
Laval-Laurentides	193	7	200	12.1
Longueuil	181	3	184	11.2
Mauricie-Bois-Francs	54	—	54	3.3
Outaouais	31	—	31	1.9
Québec	237	12	249	15.1
Saguenay-Lac-Saint-Jean	70	1	71	4.3
Outside Québec	1	—	1	0.1
Total	**1,619**	**30**	**1,649**	**100.0**

Benefits Paid Following Injuries Resulting from Criminal Acts or Acts of Good Citizenship[1]

by category (1982)

42

Category	Crime Victims Compensation Act		Act to promote good citizenship	
Medical assistance	1,788,475 $	17.9%	7,182 $	6.1%
Temporary disability	2,547,682 $	25.5%	31,438 $	26.6%
Special allowances	10,550 $	0.1%	1,000 $	0.8%
Funeral expenses	34,455 $	0.3%	1,200 $	1.0%
Permanent disability: benefits to victims and pensions to dependent persons	5,629,666 $	56.2%	77,391 $	65.5%
Total	**10,010,828 $**	**100.0%**	**118,211 $**	**100.0%**

1. These benefits are paid from the consolidated fund and are charged to the *ministère de la Justice*.

Financing

With the exception of costs relating to inspection, which are assumed directly by the government, the financial resources the Commission needs, in order to carry out its various mandates, derive exclusively from employer assessments. Financing operations therefore account for a large share of the Commission's activities each year.

In 1982, the Commission collected $667.4 million in assessments from some 145,000 employers who were required to contribute to its accident fund. The year was marked, at the operations level, by radical changes in the billing and collection mechanisms with a view to improving the quality and efficiency of the services.

Average Assessment Rate

Each year, the Commission calculates the average assessment rate it levies on employers according to its own financial requirements and to the payroll that will have to support these requirements. In setting the average rate for any one year, the Commission must ensure that these assessments will allow it to cover:

- Costs of occupational injuries reported during the year, including immediate disbursements and future benefits in subsequent years;
- Annual amortization of the accumulated deficit for accidents reported in previous years;
- Prevention programmes provided for in the Act respecting occupational health and safety: health service payments, subsidies for training and information purposes, yearly subsidy to the *Institut de recherche en santé et en sécurité du travail* and sponsorship for programming purposes;
- Administration costs, mainly processing and operating expenses;
- General expenses including the contribution for past services to the civil servants pension plan and provision for the special disaster fund.

Since 1976, following a review of its financing system, the Commission has, in calculating its annual needs, incuded an amount for the amortization of its actuarial deficiency. The Commission's aim is to achieve total funding of its accident fund by the year 2005 by gradually recouping the deficits of previous years. This amortization of the deficit combined with a more accurate evaluation of annual commitments to beneficiaries has helped to raise the degree of funding of the accident fund from 55% to 72%. The costs involved in the application of the Act respecting occupational health and safety have been included in the computation of assessments since 1981.

When the 1982 assessments were established in June 1981, the Commission estimated its 1982 financial needs at $780.6 million. This figure did not include costs relating to units of the Québec government and its agencies which had just been made subject to the Act and whose experience was too recent to be significant.

Based on the actual wages declared by employers in 1980, and taking into account that the maximum insurable wage for 1982 rose from $23,500 to $26,000, the payroll needed to support the Commission's financial requirement was then estimated at $35 billion, still excluding data relating to the Québec government and its agencies. By dividing its financial needs by the estimated payroll, the Commission established the average assessment rate for 1982 at $2.23 per $100. Early in 1982 however, when the annual budgets were being approved by the Commission, its Board of Directors adjusted this rate. A budget cut in the order of $24.5 million at the administration and prevention levels reduced the average rate set for employers by 3%, thereby bringing it to $2.16.

In view of the financial constraints that the economic situation has imposed on the employers, the Commission's Board of Directors decided in July 1982 to reduce the average assessment rate for 1983 to $2.05. For this reason, it chose to postpone the implementation or extension of various programmes as well as the amortization of accident costs that had to be carried forward because of the inability of an accident victim to resume work.

Employer Classification and Rates

The Commission classifies employers for assessment purposes according to their economic activities. It groups into "units" those whose principal activity is more or less the same and who have certain factors in common, as for example, raw materials used, operations, finished products and so on. It then groups into "classes" units whose accident-related expenses in recent years have been similar.

At December 31, 1982, employers registered with the Commission numbered 144,846. These employers were classified in 688 units whose assessment rates for the year varied between $0.06 and $15.69 per $100 of insurable wages. Of the 40 classes of units, only three, representing four units (183 employers), were rated higher than this scale.

As an example, Table 43 shows the breakdown, by sector of economic activity, of employers and units and their average mathematical assessment rates. Since these data were compiled at the time the rates were set, they naturally enough do not accord fully with the operations balance sheets. They are however very important as a means of identifying the different sectors of economic activity in terms of their contribution to the plan and, consequently, of their experience in occupational injuries.

Results of 1982 Employer Assessments

In 1982, the Commission collected a total of $667.4 million in assessments, a sum below that estimated at the time the rates were established for the financial year.

In the main, the Commission attributes the discrepancy between the estimated assessments and those it actually collected to an overevaluation of the total insurable payroll. The total 1982 payroll had been evaluated in the spring of 1981 at $36.4 billion, based on the $35 billion declared as actual wages in 1980 and on an estimate of $1.4 billion for wages paid by the government and its agencies which had recently become subject to the plan. The result of operations however, showed that wages paid by employers during this period amounted to only $34.7 billion, a shortfall caused by a marked economic slowdown of which there was no inkling at the time the Commission conducted its evaluation.

The fact that the sectors of economic activity hardest hit by the adverse economic situation were precisely those with the highest assessment rates furthermore explains why the wage overestimate of approximately 5% resulted in a much greater discrepancy at the assessment level.

In keeping with the Commission's financing policies, the deficit shown in the 1982 financial statements will be made good within a few years.

Merit and Demerit Plan

One third of the employers who contributed to the accident fund in 1979 were reassessed upward or downward in 1982, depending on the state of their file for this period. This was the first year the Commission applied its new merit and demerit plan, a system intended to encourage accident prevention through a more equitable sharing of costs.

Based on an analysis of the files of each employer, this system recognizes that employers who have the same assessment rate because of the comparable nature of their activities, may have widely differing experience of occupational accidents. Under the merit and demerit plan, the Commission gives consideration to the merit of each employer by adjusting the assessment paid for a given year after comparing it with the disbursements for accidents occurring in that same year.

Merit or demerit is calculated three years after the year to which it applies, thus allowing a sufficient period of time in which to obtain all the relevant data. It should be noted that special-class employers and those whose assessment was less than $500 in 1979 or whose files were closed at December 31, 1981, were not eligible for the plan in 1982.

According to the records available at the end of the year, close to 42,000 of the 123,000 regular-class employers who paid assessments in 1979 were eligible for the merit and demerit plan in 1982. As a result of the Commission's calculations, 29,216 of these employers were granted merits amounting to $37.7 million, while 12,500 had to pay a total of $38.5 million in demerits for the same period. These sums will be spread over a three-year period to spare employers excessive fluctuations in their assessments.

As can be seen in Table 44, the average additional assessment payable as a demerit has, on the hole, been higher than the merit rebate. This gap is particularly marked among employers whose assessments were less than $5,000, due mainly to the fact the costs related to the limit placed on the demerit are felt more by them. At year-end, an employers' committee set up by the Commission's Board of Directors analyzed the results of the plan and examined the possibility of maintaining the present eligibility criteria, particularly the minimal assessment level.

The balance sheets for the initial implementation of the new plan also show that, as expected, the Commission succeeded in balancing the merit and demerit totals, with an insurable payroll discrepancy of barely 0.2%. The plan is therefore completely self-financing and entails no additional cost for the employers.

Applications for Review

Any employer who wishes to contest a decision regarding classification or assessment may do so by appealing to the Commission's Financial Services. If, following his appeal, the employer is not satisfied with the decision rendered, he may as a last resort apply to the Review Board in matters of industry classification and employer assessments.

Over the past financial year, 481 such requests were submitted to the Review Board and 272 of these were deemed admissible. Decisions were rendered in 176 of these cases: 61 were concerned with classification, 20 with assessments, and the remainder with the charging of an accident costs to an employer's file. The Review Board upheld the initial decision in 54 cases, changed it in 119 cases and amended it in 3 cases.

To provide better service to its clients, the Review Board held a total of 141 hearings in 25 Québec cities in the course of the year.

Administrative Reform of the Financing System

In 1982, the Commission pressed ahead with the overall administrative reform of its financing system begun two years earlier. During the year, in-depth changes were made to all billing and collection procedures, for the Commission is now equipped with state-of-the-art data processing tools. While the system's breaking-in period may have temporarily affected services to employers — several of whom had some difficulty in interpreting the data given on the new assessment notices — the situation quickly righted itself and the benefits have already begun to be felt.

Next in the administrative overhaul will be the accounting services since its computer system is no longer suited to the Commission's needs, and following this, the process of employer registration and classification for assessment purposes will be tackled.

Once the reform is completed, administration will be more efficient and the Commission will be in a position to provide improved service thanks to the quality and reliability of its information, to the availability of standardized, methodical data and to the compatibility of the administrative and processing systems.

Management of Funds

By December 31, 1982, the Commission's total assets had risen to more than $2 billion. At that time, the Commission estimated the degree of funding of its accident fund at 72.3%, that is to say, the extent to which it is able to meet its commitments to accident victims in the years ahead. In the context of a plan such as that administered by the Commission, this degree of funding is amply sufficient and is even greatly superior to that of similar plans in the other provinces of Canada.

The Workmens' Compensation Act requires that the Commission itself manage its short-term investments but it must deposit with the *Caisse de dépôt et placement du Québec* the sums it does not expect to need in the immediate future either for payment of benefits or for its administration costs.

In making short-term investments, the Commission deals with Canadian chartered banks and money-market brokers. The sums, which are usually in blocks of ten, fifteen and twenty million dollars, are invested with the institution offering the highest rate of return. In recent years, the average term of these investments has been 90 days, but unstable interest rates in the last months of 1982 led to its being reduced. It is noteworthy that in making such short-term investments, the Commission obtains a higher return than would be the case if its funds were simply left in its bank account — even if the bank were to give it a favourable interest rate. In 1982, the Commission's short-term investments brought it $30.9 million.

Deposits of $239 million over the year have brought the funds deposited with the Caisse to $1.649 billion. Sums that transferred to the *Caisse* are administered in a special fund of which the Commission is the sole depositor. In 1982, these investments generated revenue of $160.2 million. It should be emphasized that for two years now, the Commission has been asking the *Caisse* to develop a programme aimed at diversifying its portfolio, thereby avoiding the risks inherent in concentrating funds in a single type of investment. Since 1981, large sums have therefore been used to acquire shares and to finance mortgages; Table 45 shows the evolution of the funds deposited with the *Caisse* over the last two years.

43

Average Assessment Rates for 1982

by sector

Sector of Economic Activity	Number of Employers[1]	Number of Units[2]	Average-Mathematical Assessment Rate
Agriculture	11,645	16	2.64
Forestry	1,908	9	8.57
Hunting and fishing	493	2	6.66
Mines and quarries	518	17	6.27
Manufacturing industries	16,606	263	2.84
Buildings and public works	19,004	62	7.35
Transportation, communication and other public services	7,015	42	2.88
Trade	38,496	107	1.46
Finance, insurance and real estate	7,116	12	0.26
Social, cultural, business and personal services	39,402	142	0.68
Public administration	1,916	12	3.24
Total	**114,119**	**684**	**2.16**

1. Employers registered with the Commission in June 1981, when rates were set for 1982. There may be discrepancies between these figures and those in Table 4 which shows data available on December 31, 1982.

2. Except for the 4 units making up the Québec government and its agencies, which had just been integrated into the assessment system.

Merit or Demerit Calculated in 1982[1]

by assessment

44

1979 Assessments	Number of Employers	Average Merit	Number of Employers	Average Demerit
$500-$1,000	9,943	49	2,982	191
$1,001-$2,500	9,558	139	3,753	439
$2,501-$5,000	4,335	418	2,174	964
$5,001-$10,000	2,500	1,077	1,403	2,065
$10,001-$25,000	1,696	2,682	1,242	4,723
$25,001-$50,000	612	6,599	497	10,357
$50,001-$100,000	320	15,630	230	19,220
$100,001-$250,000	167	32,051	143	40,429
$250,001-$500,000	54	81,975	49	88 328
$500,001-$1,000,000	16	108,009	18	156,926
$1,000,001-$2,500,000	10	224,153	7	327,891
$2,500,001-$5,000,000	3	645,638	2	295,593
$5,000,001 and up	2	1,062,297	0	0

1. These amounts are apportioned over a three-year period to avoid causing too great a fluctuation in employer assessments.

45

Funds Held by the Caisse de Dépôt et Placement for the Commission

by investment category (1980-1982)

Investment Category	Position at December 31, 1980		Position at December 31, 1982		Long-term Objective
	millions of $	%	millions of $	%	%
Bonds	1,154.3	94.5	1,140.5	69.6	40-70
Mortgages	—	—	58.3	3.6	15-35
Stocks	—	—	253.0	15.4	15-35
Short-Term and others	67.6	5.5	186.5	11.4	6-15
Real estate	—	—	—	—	2-10
Total	**1,221.9**	**100.0**	**1,638.3**	**100.0**	

Advisory and Support Activities

While carrying out its various functions which relate specifically to prevention, inspection, compensation and financing, the Commission also conducts other activities that have to do with its overall mandate. Among these, for instance, are the communication programmes it implements for its different clients, for its legal services and for its internal auditing operations.

Communications

In the area of communications in 1982, the Commission pursued its information, public relations and publishing activities concerning its mandates, programmes and policies. In so doing, it gave special attention to its target clients — workers, employers and the health community.

Concurrent with its routine activities, three major achievements in the communication field highlighted the year for the Commission: a multi-media information campaign, production of a televised series entitled "Les Risques du métier" (occupational hazards) and the publication of the first issue of a periodical on occupational health and safety.

Launched in the first weeks of 1982, the Commission's information campaign made use of all the public information media: daily newspapers, weekly regional newspapers, radio and television, billboards, advertising in the Métro and on buses. Its message, conveyed by Yvon Deschamps, was designed to make the public aware of joint prevention — a concerted effort by employers and workers to prevent danger in the workplace. A survey taken in the metropolitan area following the campaign revealed that four out of five people remembered having seen or heard the message, and of these almost seven out of ten believed it had caused them to give some thought to the matter.

In addition to this campaign, four televised programmes entitled "Les Risques du métier" (occupational hazards) were produced and shown several times by Radio-Québec and Télémédia. These 30-minute programmes, hosted by Fernand Séguin, deal with the role and activities of the Commission and of the *Institut de recherche en santé et en sécurité du travail*. At the end of the year, the Commission became involved in the production of a second series of programmes, this time on its priority sectors of economic activity.

Finally, in order to establish ongoing relations with occupational health and safety interveners, and to motivate them to adopt attitudes and take action to facilitate implementation of the new plan, the Commission began publishing a bimonthly magazine in September 1982. With an initial circulation of 8,000 copies, the number of readers rose to 15,000 within a few months, an indication of the need existing for the type of information contained in the magazine.

Legal Services

To advise it on all legal questions concerning interpretation of the laws it administers, the Commission calls upon its Legal Services Branch. The Branch is also mandated to draft legislative or regulatory texts and to represent the Commission in the judicial and administrative courts.

In 1982, Legal Services participated in the development of a number of policies relating to reform of the financing systems, to instituting legal proceedings and to various facets of compensation. It also played a vital role in drawing up the draft bill on occupational injury compensation and the regulations pursuant to the Act respecting occupational health and safety.

As to interventions before the courts, the Commission's many functions on both the administrative and quasi-judicial levels, mean that its Legal Services plead before all the civil courts (Provincial Court, Superior Court, Court of Appeal, Supreme Court), the Labour Tribunal, the Court of the Sessions of the Peace and certain administrative tribunals.

Thus, the Commission's lawyers pleaded a number of important legal questions in 1982. Among these were the collective recourse instituted by an accident victim with regard to the Commission's interpretation of section 38.4 of the Workmen's Compensation Act, the question of the applicability of the Act respecting occupational health and safety to federal enterprises and the scope of certain sections of this same Act regarding penal matters.

Over the year, the Commission's Legal Services were also called upon to plead a growing number of cases in the penal and administrative law sectors. This increase is the result of a more rigorous application of the Act respecting occupational health and safety, particularly with regard to inspection.

In another area, it is worth pointing out that the regionalization of the Commission's Legal Services, which was completed in 1981, has begun to produce the expected results and has enabled the regional offices to effectively settle the legal problems relating to their daily operations.

Internal Auditing

Internal auditing is an appraisal function in which the relevance and efficiency of the internal control system are examined. It is a means by which the financial, operational and management activities of the various administrative units can be evaluated.

The aim of the Internal Auditing Branch is to assist all the Commission's administrators to carry out their responsibilities efficiently by providing them with analyses, evaluations, recommendations, notices, advice and information on activities which have been verified in all their aspects.

During 1982, the Branch carried out more than 45 auditing mandates. In conformance with the auditing plan approved by the Chairman and Director General and by the Management Committee, the Commission's management operations and activites are audited over a four-year cycle.

Since August 1981, the *Conseil du trésor* has designated the Commission as an agency subject to the government's policy on internal auditing. This policy, which applies to government departments and designated agencies, is aimed at improving productivity in the Civil Service by explaining the function of internal auditing, its scope and the responsibilities of the various interveners in this area. The Commission is also represented on the advisory committee of the *Conseil du trésor* in matters of internal auditing, for which it assumed the secretarial role throughout the year.

As for standards, the Commission's Internal Auditing Branch complied during the year with those adopted in 1978 by the *Institut des vérificateurs internes*.

Institut de recherche en santé et en sécurité du travail du Québec

1982 was the year in which the *Institut de recherche en santé et en sécurité du travail du Québec* was established. It should be remembered that in its mandate and operations, this organization is closely linked to the *Commission de la santé et de la sécurité du travail*.

A non-profit organization, the *Institut* is subsidized largely by the Commission which in the last financial year awarded it a grant of $10.5 million, of which $960,000 came from the government. This sum enabled the *Institut* to set up its main material infrastructure and pursue its research programmes.

The principal achievements of the *Institut* are described in its annual report. However, because of its very close ties to the Commission, it is important to mention here some of the activities it carried out over the past year.

Bursaries and Subsidies

From the start, the *Institut* chose to give priority to working out programmes that would strengthen and develop existing resources, mainly in the universities, and accelerate the training of researchers. With this aim, the *Institut* continued to implement its three bursary and subsidy programmes as defined in 1981.

The **funding programme for associate research teams** is directed at university research groups to which the *Institut* gives specific mandates in accordance with their particular skills. In 1982, five research groups were the first such to be given associate team status and were assigned the following studies:

- Industrial toxicology, early detection of exposure to toxic substances and of health impairment in the workplace by means of biological monitoring (*Université de Montréal*),
- Epidemiology of occupational injuries; rapid study of occupational hazards (McGill University),
- Epidemiology of occupational cancers (*Université du Québec — Institut Armand Frappier*),
- Biomedical engineering; biomechanical study of back problems in the workplace (*École Polytechnique*),
- Pathophysiology and early detection of pneumoconiosis (*Université de Sherbrooke*).

The **subsidized research programme** involves studies and research in the prevention and compensation of work accidents and occupational diseases, its aim is to promote the development of new tools for analyzing and evaluating the health of workers and safety in their work environment. In 1982, the *Institut* conducted 23 such projects, of which 12 were still in progress at year-end. During the same period, the scientific council of the *Institut* received 29 applications for subsidies and studied seven other applications in the last weeks of 1981.

The **bursary programme for the training of researchers** is intended to meet the needs in this field. The *Institut* estimates that 200 researchers will be needed within the next ten years. Four types of bursaries are available under this programme: summer trainee bursaries, research trainee bursaries, post-doctoral research bursaries, retraining bursaries. In the 1982-1983 academic year, the *Institut* awarded a total of 102 bursaries: 51 to undergraduates, 24 to Master's students, 16 to doctoral students and 8 to post-doctoral students for a research period. In addition, 3 researchers were awarded retraining bursaries.

Internal Research

Since its creation, the *Institut* has pursued its own particular research activities in areas important to occupational health and safety which would not be touched upon in university research programmes.

In 1982, the *Institut* developed its internal research programme on "La Femme au travail" (women in the workplace) of which the main project was entitled "Travail et grossesse" (work and pregnancy). Toward the end of the year, it also prepared the ground for its research programme "Sécurité et ingénierie" (safety and engineering). Under this programme, specific research projects will be developed and the first of these has, as its objective, worker safety on construction sites.

Research Support Team

Anxious to meet the real needs of the labour force, the *Institut* decided to follow a research plan that had been established as methodically as possible. To this end, it formed a team whose mandate is to collect the material needed to identify research priorities.

In 1982, this team, made up of professionals from various disciplines, took up and conducted the major survey begun in 1981 to determine the degree of agreement existing in the perceptions of the various interveners as to the hazards, frequency and seriousness of occupational injuries. Those surveyed included 48 persons in the leadership of labour and business in ten sectors of economic activity designated by the Commission as priority sectors.

The team is also compiling statistics on occupational injuries and conducting demographic studies on Québec workers. These tasks are being carried out in close cooperation with the Commission and other agencies, and will require several years of sustained effort.

Finally, this support team provides professional and technical counselling on the processing and statistical analysis of data collected by the researchers, the data bank and the laboratories of the *Institut*.

Laboratory Services

Since its creation, the *Institut* has attached great importance to the organization and operation of its laboratory services. The role of these laboratories is to provide numerous, diversified and quality services, to ensure the growth of these services and to set up a highly specialized bank of expert knowledge.

Of the three sectors scheduled for development, namely sanitation-toxicology, analytical support and occupational safety and engineering, only the latter sector was not in place at the end of the year.

The industrial sanitation and toxicology sector provides an integrated analysis service for some 140 different contaminants in both the environmental and biological milieus. During 1982, 38,864 analyses were carried out. Of these, 65% of the requests came from the Commission's inspection services, 33% from community health departments and 2% from other sources.

As for the analytical support sector whose general function is to provide interveners with the analytical support necessary to ensure their independence of action and to improve the quality of their interventions, its efforts were focused mainly on the calibration, maintenance and repair of instruments used by the interveners.

As to the occupational safety and engineering sector, the safety and engineering research programme created recently at the *Institut* should now enable the Laboratory Services Branch to begin organizing this sector.

The last group is the one responsible for relations with the interveners. Its task is to collect, from the interested parties, requests for reference information, analysis or support. This group has a triple role: it is at one and the same time an information and reference centre, a control centre for requests for service and a data processing centre.

Appendices

Appendices

Occupational Health and Safety Regulations in Force on December 31, 1982

Regulations Adopted under the Workmen's Compensation Act

Regulation respecting skilled tradesmen (R.R.Q. 1981, c. A-3, r. 1)

Regulation respecting financial assistance (R.R.Q. 1981, c. A-3, r. 2)

Regulation respecting the Impairment Table (R.R.Q. 1981, c. A-3, r. 3. Replaced by: D. 1948-82 dated 82-08-25)

Regulation respecting the computation of weighted net income (R.R.Q. 1981, c. A-3, r. 4. Amended by: D. 1551-82 dated 82-06-23 and D. 2827-83 dated 82-12-01)

Regulation respecting the classification of employers (R.R.Q. 1981, c. A-3, r. 5. Amended by: D. 1550-82 dated 82-06-23)

Regulation respecting statements of wages (R.R.Q. 1981, c. A-3, r. 6)

Regulation respecting the medical examination provided for in section 23 of the Workmen's Compensation Act (R.R.Q. 1981, c. A-3, r. 7)

Regulation respecting occupational diseases (R.R.Q. 1981, c. A-3, r. 8)

Regulation respecting payment of expenses for organizing and maintaining rescue stations in mines by the Commission de la santé et de la sécurité du travail, and the reimbursement by interested employers of sums disbursed (R.R.Q. 1981, c. A-3, r. 9)

Regulation respecting the penalty for non-payment of an assessment (R.R.Q. 1981, c. A-3, r. 10. Amended by: D. 1839-82 dated 82-08-12)

Regulation respecting reimbursement of damaged or destroyed clothing, prosthesis or orthesis (R.R.Q. 1981, c. A-3, r. 11)

Regulation respecting first aid services (R.R.Q. 1981, c. A-3, r. 12)

Regulation respecting the assessment system based on merit (R.R.Q. 1981, c. A-3, r. 13)

Regulation respecting the transportation of the body of a worker (R.R.Q. 1981, c. A-3, r. 14)

Regulation respecting non-remunerated workers (R.R.Q. 1981, c. A-3, r. 15)

Regulation respecting criteria of assessment applicable to certain employers (D. 271-82 dated 82-02-08)

By-law N. 39 concerning the institution of the advisory committee on industrial accidents (O.C. 4132 dated 70-11-04. Amended by: O.C. 4788 dated 70-12-22)

Regulation No. 42 respecting undertakings operated by a husband together with his wife (O.C. 2679 dated 70-07-15)

Regulation No. 1 — procedure for the preparation of statements of wages (O.C. 1603 dated 31-06-15)

Regulation Adopted under the Crime Victims Compensation Act

Regulation respecting the application and notice of election to claim benefits by a victim (R.R.Q. 1981, c. I-6, r. 1)

Regulation Adopted under the Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries

Regulation respecting the appointment of members of the Medical Experts Committee (R.R.Q. 1981, c. I-7, r. 1)

Regulations Adopted under the Act respecting occupational health and safety

Regulation respecting joint sector-based associations on occupational health and safety (R.R.Q. 1981, c. S-2.1, r. 1. Amended by: D. 517-82 dated 82-03-03, and D. 47-83 dated 83-01-12)

Règlement sur le certificat délivré pour le retrait préventif de la travailleuse enceinte ou qui allaite (R.R.Q. 1981, c. S-2.1, r. 2. Replaced by: Decision, G.O. 82-01-27, p. 238)

Regulation respecting the medical certificate of workmen (R.R.Q. 1981, c. S-2.1, r. 3)

Regulation respecting shipyards (R.R.Q. 1981, c. S-2.1, r. 4)

Safety Code for the wood-working industry (R.R.Q. 1981, c. S-2.1, r. 5)

Safety Code for the construction industry (R.R.Q. 1981, c. S-2.1, r. 6. Amended by: S.Q. 1981, c. 7, s. 536, and S.Q. 1982, c. 53, s. 57)

Regulation respecting ice cutting (R.R.Q. 1981, c. S-2.1, r. 7)

Regulation respecting industrial establishments (R.R.Q. 1981, c S-2.1, r. 8)

Regulation respecting industrial and commercial establishments (R.R.Q. 1981, c. S-2.1, r. 9. Amended by: S.Q. 1981, c. 7, s. 536)

Regulation respecting the shoring of concrete formwork (R.R.Q. 1981, c. S-2.1, r. 10)

Regulation respecting the handling and use of explosives (R.R.Q. 1981, c. S-2.1, r. 11)

Regulation respecting the application of the provisions relating to work accidents and occupational illnesses contained in the Entente entre le Gouvernement du Québec et le Gouvernement de la République française en matière de sécurité sociale (R.R.Q. 1981, c. S-2.1, r. 12)

Regulation respecting mine rescue stations (R.R.Q. 1981, c. S-2.1, r. 13)

Regulation respecting the protection of compressed air workers (R.R.Q. 1981, c. S-2.1, r. 14)

Regulation respecting the quality of the work environment (R.R.Q. 1981, c. S-2.1, r. 15. Amended by: D. 576-82 dated 82-03-10)

Règlement de régie interne de la Commission de la santé et de la sécurité du travail (R.R.Q. 1981, c. S-2.1, r. 16. Amended by: D. 1687-82 dated 82-07-07)

Rules of proof, procedure and practice of the review boards of the Commission de la santé et de la sécurité du travail (R.R.Q. 1981, c. S-2.1, r. 17)

Regulation respecting the reimbursement of certain expenses incurred by reason of an investigation or a hearing (R.R.Q. 1981, c. S-2.1, r. 18)

Regulation respecting the salubrity and safety of workmen in mines and quarries (R.R.Q. 1981, c. S-2.1, r. 19)

Regulation respecting safety and health in foundry works, (R.R.Q. 1981, c. S-2.1, r. 20)

Regulation respecting work carried out in the vicinity of electric power lines (R.R.Q. 1981, c. S-2.1, r. 21. Amended by: S.Q. 1981, c. 7, s. 536)

Regulation respecting forestry operations (R.R.Q. 1981, c. S-2.1, r. 22)

Regulation respecting the use of explosive actuated tools (R.R.Q. 1981, c. S-2.1, r. 23)

Regulation respecting elevators, dumbwaiters, escalators and moving walks (R.R.Q. 1981, c. S-3, r. 1)

Building Code (R.R.Q. 1981, c. S-3, r. 2)

Code du bâtiment (R.R.Q. 1981, c. S-3, r. 2)

Regulation respecting sanitary conditions in industrial or other camps (R.R.Q. 1981, c. Q-2, r. 3)

Regulation respecting solid waste (R.R.Q. 1981, c. Q-2, r. 14. Amended by: D. 195-82 dated 82-01-27)

Regulation respecting underground waters (R.R.Q. 1981, c. M-13, r. 3)

Regulation respecting the application of the Public Health Protection Act (R.R.Q. 1981, c. P-35, r. 1)

Regulation respecting prevention programmes (D. 1282-82 dated 82-05-26, G.O. dated 82-06-23, p. 2373)

Regulation respecting occupational health services (D. 1281-82 dated 82-05-26, G.O. dated 82-06-23, p. 2383)

Regulation Adopted under the Act to promote good citizenship

Regulation respecting the decorations and distinctions that may be awarded and the awards that may be granted under the Act to promote good citizenship (R.R.Q. 1981, c. C-20, r. 1. Amended by: D. 2468-82 dated 82-11-24)

Regional Offices of the Commission

Abitibi-Témiscamingue

Rouyn
33, rue Gamble ouest
Rouyn, QC
J9X 2R3
(819) 762-4391
Telex: 057-46549

Val d'Or
900, 5e Avenue
Val d'Or, QC
J9P 1B9
(819) 824-2724

Bas-Saint-Laurent-Gaspésie

Rimouski
180, rue des Gouverneurs
Rimouski, QC
G5L 8G1
(418) 722-3717
Telex: 051-86306

Gaspé
155, boul. Gaspé
Gaspé, QC
G0C 1R0
(418) 368-5510

New Richmond
200, boul. Perron ouest
New Richmond, QC
G0C 2B0
(418) 392-5091

Côte-Nord

Sept-Îles
Au Grand Passage
690, boul. Laure, bureau 20
Sept-Îles, QC
G4R 4N8
(418) 962-7031
Telex: 051-84191

Baie-Comeau-Hauterive
300, boul. Lasalle
Baie-Comeau, QC
G4Z 2K2
(418) 296-8626

Havre St-Pierre
796, de l'Escale, 2e étage
Havre St-Pierre, QC
G0G 1P0
(418) 538-2132

Estrie

Sherbrooke
1335, rue King ouest
Sherbrooke, QC
J1J 2B8
(819) 567-3905
Telex: 058-36158

Île-de-Montréal

Montréal
2, Complexe Desjardins
Tour de l'Est, 27e étage
C.P. 3, Succursale Desjardins
Montréal, QC
H5B 1H1
(514) 873-3990
Telex: 052-5342

Laval-Laurentides

Laval
1700, boul. Laval
Laval, QC
H7S 2G6
(514) 668-7400
Telex: 052-4554

Lanaudière
373, boul. Manseau
Joliette, QC
J6E 3C9
(514) 759-8090
Telex: 052-68658

Longueuil

Longueuil
25, boul. Lafayette
Bureau 500
Longueuil, QC
J4K 5B7
(514) 679-8390
Telex: 052-4507

Granby
391, rue Principale
Granby, QC
J2G 2W7
(514) 378-7971

Sorel
55-A, rue du Prince
Sorel, QC
J3P 4J5
(514) 743-2727

Valleyfield
157, rue Victoria
Valleyfield, QC
J6T 1A5
(514) 371-8911

Mauricie-Bois-Francs

Trois-Rivières
1055, boul. des Forges
2e étage, bureau 200
Trois-Rivières, QC
G8Z 4J9
(819) 373-1255
Telex: 038-37167

Nouveau-Québec

La Grande 4
Baie-James, QC
J0Y 3E0
(0) 854-4175
Telex: 057-3543

Outaouais

Hull
15, boul. Carnelin
Hull, QC
J8Y 6N5
(819) 770-3134
Telex: 053-3518

Québec

Québec
1, Parc Samuel-Holland
Bureau 340
Québec, QC
G1S 4R7
(418) 643-5860
Telex: 051-2332

Thetford Mines
693, rue St-Alphonse ouest
Bureau 79
Thetford Mines, QC
G6G 3X3
(418) 338-4652

Saguenay-Lac-Saint-Jean

Chicoutimi
Petit Mail
326, boul. des Saguenéens,
2e étage
Chicoutimi, QC
G7H 6P8
(418) 545-9740
Telex: 051-36142

Saint-Félicien
913, boul. Sacré-Coeur
Case postale 1016
Saint-Félicien, QC
G0W 2N0
(418) 679-5463